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

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 Mr. [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

Diane Rodriguez (C)

From: Roy Wright
Sent: Friday, March 17, 2017 12:27 PM
To: Diane Rodriguez (C)
Subject: RE: Initial Notification of NISM [redacted] - [redacted]

Option B. Thank you.

Roy Wright
District Manager Aftersales
Western Region
Zone 1112 Pacific Northwest
Area 5121 South Seattle
Phone: 541-220-8956
roy.wright@chevrolet.com

2017 Priorities:

- *Service Work Bench (SWB) Menu & MPVI usage*
- *Warranty Controls/Policy Participation*
- *STS 100% Completion Q1 2017*
- *Customer Retention*
- *RSLE-1 Zone Item Per Quarter*

From: Diane Rodriguez (C)
Sent: Friday, March 17, 2017 10:22 AM
To: Roy Wright <roy.wright@chevrolet.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

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, March 17, 2017 12:18 PM
To: 'jon@jetchevrolet.com'
Subject: [redacted] - [redacted]
Attachments: Acknowledgment - Dealer.pdf

Customer Name: [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

I am emailing you to advise you that the above referenced client has retained an attorney and filed a non-in suit matter, and I am needing to request service and sales documents for this vehicle. I have attached a formal request for these documents.

In addition to sales and/or service records we have a few questions I need to ask, if you have the opportunity please review the questions below.

(1) Has there been any visit with 3 or more days down?
(2) Has the vehicle been in any accidents, or been damaged in any way that you know of?
(3) Are there any aftermarket items 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

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Wednesday, April 12, 2017 12:10 PM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted] - [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 please have your client sign the offer letter and return it to us at the fax number below. If your client doesn't agree with the terms, we ask that you contact us immediately to further discuss resolution of this matter.

In addition, please provide a copy of the current vehicle registration and your firms W9 form.

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

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, April 28, 2017 8:53 AM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted] - [redacted]

Customer Name [redacted]
SR #: [redacted]
Vin: 1GNSKHKC5GR[redacted]
Year/make/model: 2016 Chevrolet Suburban

Good Morning,

I am following up regarding the release and your firm's W9.

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

Diane Rodriguez (C)

From: Diama-Wright, Celeste M <Celeste.Diama-Wright@providence.org>
Sent: Wednesday, March 29, 2017 2:27 PM
To: Diane Rodriguez (C)
Cc: [redacted]
Subject: [EXTERNAL] Service Request # [redacted]
Attachments: Addl Water Damage 759790_3.26.17.pdf

Dear Diane,

We are in receipt of your initial offer that was forwarded by Jessi Kalmen from our law firm Lombino Martino.

We advised Jessi that we are adding another issue that we noticed this past Sunday, March 26th.

- § Water has started to leak from the interior roof of our 2016 Suburban and the water has a constant drip onto the console and slides down to the carpet; see attached letter & photos.
- § As you know water damage causes black mold and we live in a inclement rainy region a suburb of Seattle, Washington.

We are scheduled to have further discussions tomorrow with Jessi and she will respond on our behalf.

Sincerely,

[redacted]

[redacted]

[redacted]

[redacted]

Renton, WA [redacted]

Tel: [redacted]
Fax: (425) 525-3984

[redacted]

If nothing ever changed, there'd be no butterflies~ [redacted]

This message is intended for the sole use of the addressee, and may contain information that is privileged, confidential and exempt from disclosure under applicable law. If you are not the addressee you are hereby notified that you may not use, copy, disclose, or distribute to anyone the message or any information contained in the message. If you have received this message in error, please immediately advise the sender by reply email and delete this message.

PE18-012

GM

3-27-2019

Q3

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Tuesday, March 28, 2017 10:20 AM
To: 'Wadocs@LombinoMartino.com'
Subject: [redacted] - [redacted]
Attachments: Initial Offer 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

Diane Rodriguez (C)

From: jon@jetchevrolet.com
Sent: Thursday, March 23, 2017 4:28 PM
To: Diane Rodriguez (C)
Subject: [EXTERNAL] RE: [redacted]

Diane, I have no personal notes or knowledge of any accidents or aftermarket modifications installed.

Thanks You,

Jon Christensen
Service Manager
Jet Chevrolet
(253)838-7600
jon@jetchevrolet.com

From: Diane Rodriguez (C) [mailto:diane.rodriguez@gm.com]
Sent: Thursday, March 23, 2017 2:06 PM
To: jon@jetchevrolet.com
Subject: [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

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Friday, March 17, 2017 12:05 PM
To: 'Wadocs@LombinoMartino.com'
Subject: In Receipt of NISM [redacted] - [redacted]
Attachments: Acknowledgment - PC.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

Diane Rodriguez (C)

From: Diane Rodriguez (C)
Sent: Monday, April 10, 2017 10:13 AM
To: 'Wadocs@LombinoMartino.com'
Subject: FW: Follow Up Service Request: [redacted]
Attachments: [redacted](2).jlk_4.4.17.pdf; Untitled; 10 Day Letter.pdf

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: dadaanru; [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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>
> 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.
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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
> 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,
>
>
>
> Please see
> attachment.

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>
> 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

April 7, 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 Mr. Kalmen:

On March 28, 2017 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your client(s) to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your client(s) at your earliest opportunity. If your client(s) agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your client(s) do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

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 time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

PE18-012

GM

3-27-2019

Q3

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 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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

March 28, 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 $7,000.00.

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

_____

Odometer

_____	_____
Client's Signature	Client's Signature
_____	_____
Date	Date

PE18-012

GM

3-27-2019

Q3

LOMBINO · MARTINO

A PROFESSIONAL SERVICES CORPORATION

ATTORNEYS AT LAW

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

10009 59th Ave SW
Lakewood, WA 98499
Telephone: (253) 830-2700
Facsimile: (253) 444-4010
Wadocs@LombinoMartino.com
Website: www.lm-wa.com

April 4, 2017

GMC
Legal Department
P.O. Box 33172
Detroit, MI 48232-5171

Re: Service Request: [redacted]
2016 Chevrolet Suburban
Vehicle Identification Number: 1GNSKHKC5GR[redacted]
Customer Relationship Specialist: Diane

[redacted]

To Whom It May Concern:

We are writing on follow up to your letter dated March 28, 2017. Since our letter, [redacted] has had additional problems with the vehicle. It is now leaking water even though there is no sunroof. He is concerned about the safety of the vehicle going forward. To make a decision regarding your offer he needs more information. [redacted] leased the vehicle in question. He would like to confirm GMC's offer is to release him from the lease, allow him to keep the vehicle at no additional cost to himself, and $7,000.00 in cash. Is this GMC's intention? Please provide a written response to [redacted] as we are not yet retained beyond the scope of this letter. We are consulting with him regarding his legal rights and he is prepared to proceed accordingly.

Sincerely yours,

LOMBINO · MARTINO

JLK:tmc
cc: [redacted]

"Sent without signature to avoid delay"

Jessi L. Kalmen

[redacted]

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

STATE OF WASHINGTON
DEPARTMENT OF LICENSING
PO Box 9030 • Olympia, Washington 98507-9030

PORT ORCHARD LICENSE AGENT
1703 SE SEDGWICK RD #115
PORT ORCHARD, WA 98366
360-895-2222
PLEASE SIGN YOUR REGISTRATION

Vehicle Title Application/Registration Certificate

09/12/2016 [redacted] BCE8504

License plate	Plate issue date	Tab no	Reg expiration	Value code	Year	Mo reg	Mo gwt	Power	Use
[redacted]	09/2016	[redacted]	08/17/2017	57730	2016	12		G	PAS

Model year	Make	Series/Body	Model	BT	Vehicle identification (VIN)/Serial no	Res co	Prev plate	Scale wt
2016	CHEV	SUBURBAN		UT	1GNSKHKC5GR[redacted]	17		5671

Seats	Gross weight	Freight Proj	Gwt start	Gwt exp	Fleet	Equipment number	Prev Title	Prev st

Brands:

Comment:
4 - (R) 601742563 - DISPLAY TAB ON BACK LICENSE PLATE ONLY - FRONT PLATE IS BTILL REQUIRED.

Mileage 55 A

Registered owner

[redacted]

Legal owner

WELLS FARGO BANK NA
AS COLATERAL AGT LSR
PO BOX 9000
LUTHERVILLE MD 21084

I certify that the information contained hereon is accurate and complete.

X [redacted]
Signature of registered owner(s)

X [redacted]
Signature of registered owner(s)

Subscribed and sworn to before

_____ this _____day of _____

DEALER NO 0154 01

FILING	$7.00	QUICK TITLE		STATE PARKS	
SERVICE FEE	$12.00	TBD FEE 1700		CHECK	
LOCAL FEE		RTA EXCISE	$173.00	CASH	
LICENSE SRVC	$0.75	USE TAX		TOTAL FEES	$313.75
GWT/VWT FEE	$45.00	OTHER	$76.00	DLR TEMP CR	($5.00)
FREIGHT PROJ		DONOR AWARENESS			

Validation code 151824051625609121600980534446 ORIGINAL

RPT ID: ATITPR-4 **This document is not proof of ownership.**
VehicleTitlePage2 :R/5/16/E

PE18-012

GM

3-27-2019

Q3

[redacted]

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See Specific Instructions on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
[redacted]

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☑ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶
Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.
☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):
Exempt payee code (if any)
Exemption from FATCA reporting code (if any)
(Applies to accounts maintained outside the U.S.)

5 [redacted]

6 [redacted]

Requester's name and address (optional)

7

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number
[redacted]

or

Employer identification number
–

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person** ▶ [redacted] **Date** ▶ 4/24/17

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at www.irs.gov/fw9.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

PE18-012

GM

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Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] CST-Anytime	Chevrolet Silverado 2014 3GCPCREC9EG[redacted] Mileage Now: 77000 mi Warranty Start: 04/05/2014	A GM Dealer has not diagnosed the current concern Repairs are scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Cust. states while driving his brakes almost went out.

Cust. seeks to have vehicle repaired; cst. states he's looked online @ various forums on NHSTA's website regarding the concern, and he's read where his YMM is the worst; cst. has vehicle w/him & hasn't taken it in to a GM dealer to be diagnosed yet; cst. wants to know what GM's going to do to fix the issue.

SA offered to call dlrshp to schedule an appt. to take vehicle in to be diagnosed for the issue-cst. accepted; SA conf. cst. w/Melissa @ dlrshp & he set up an appt. for 3-23-17 @ 8:30 am. SA advised I will f/u with dlrshp after his appt. to confirm diagnosis.

Danielle Grant/WMI/Exec/LVL2

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Danielle Grant --> 1-866-790-5700 Ext # 5914268

PE18-012

GM

3-27-2019

Q3

General Motors - **Minimum** Participation Calculator

Vehicle / Coverage

Vehicle Make:	Chevrolet
Component Warranty Coverage:	Bumper - to - Bumper
VIN (Optional):	3GCPCREC9EG[redacted]
Bulletin Table:	1

Time

Component's Warranty End Date (mm/dd/yyyy):	4/5/2017
Job Card Date (mm/dd/yyyy):	3/23/2017
Days out Warranty:	0

Mileage

Component's Warranty End Mileage (Miles):	36,004
Current Mileage (Whole Miles):	77,000
Miles out of Warranty:	40,996

Repair

Total Repair Cost At Warranty Rates:	$726.00
Job Card / Repair Order (Optional):	42817

Important: This Calculator is for GM Dealer and General Motors Use **ONLY**

Minimum Customer / Dealer Participation Amount^:	$400.00
Agreed upon Customer / Dealer Participation Amount	
Maximum GM Participation:	$326.00

^ Please note this is a minimum amount, every customer's situation must be evaluated on a Case-by-Case basis. You may decide to modify the participation amount or offer no assistance. IMPORTANT: Enter the agreed upon amount in the customer / dealer participation field in the claim transaction.

Please refer to bulletin 11-00-89-005 for details and decision making methodology.

Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

Please print this document and the supporting IVH document and attach to the 'Hard Copy'.

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GM

3-27-2019

Q3

SIEBEL

Current Service Request Activity

Service Request Details

SR No.	[redacted]	Ref No.		Cost Ast.	No Goodwill Offered	BRC Type	N/A
Account		Site/BAC		GW SubType		Bus. Unit	CCC - CAC Tier 1
Address	[redacted]			Approval	Not Initiated	Area	Complaint Vehicle - Operable
City	[redacted]	Zip	[redacted]	State	[redacted]	UCC	Brakes - General	Sub-Area	Initial Failure/Repair
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Bomnin Chevrolet	Safety	
Daytime #		Evening #		Source	Phone	Updated	Mar 24, 2017 9:16 AM
Serial/VIN #	1GNSKJKC0GR[redacted]	Mileage	20353	Priority	Medium	Owner	MZ4W11
Model	Suburban	Model Year	2016	Status	Open	Opened	Mar 24, 2017 9:02 AM
Make	Chevrolet	Warranty Start	Nov 27, 2015 12:00 AM	Sub Status		Closed	
Cust Concern	Reoccurring Brake failure						
Customer Description							

GMPP Details

GMPP Term	GMPP Mileage	GMPP Retail Cost

Component Coverage

Component Coverage	Expiration Mileage	Expiration Date

Certificate Details

Certificate Number	Amount	Expiration Date

Pre-Authorization Basics

Service Dealer	BAC Code	Div. Dealer Code	Repair Order #

Reimbursement Check Details - Multiple Customer Payees on a Single Check will NOT be displayed

Payable Line 1	Payable Line2	Check #	Print Date	Check Amoount	Status	Issue 1099	Tax Id

Warranty Policy	Account Type	Parts / Labor	Warranty Model	Account Code

Payee (Customer) Last Name	Payee (Customer) First Name	Payee (Customer) Account Name	Payee (Customer) BAC

Payee (Account) Name	Payee (Account) BAC

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
03/24/2017 09:02:53	MZ4W11	MZ4W11	SR Data Share		Open	03/24/2017 09:25:38	

Last Name	First Name	Account	BAC Code
Sands	Greg		

Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Inoperative

End of Report

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
after 6:30

Vehicle

Cadillac Escalade ESV 2016
1GYS4KKJ4GR[redacted]
Mileage Now: 5000 mi
Warranty Start: 11/30/2016

Status of vehicle/concern

A GM Dealer has diagnosed the current concern
Repairs are in-progress
Vehicle is operable for this concern and is able to be driven

Key Points

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Mary Beal --> 1-866-790-5700 Ext # 5911026

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

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GM

3-27-2019

Q3

Customer

[redacted]
() -
any time

Vehicle

Chevrolet Suburban 2016
1GNSKHKCXGR[redacted]
Mileage Now: 62000 mi
Warranty Start: 08/29/2015

Status of vehicle/concern

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

Key Points

Supporting Factors	Limiting Factors
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:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Mary Beal --> 1-866-790-5700 Ext # 5911026

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Q3

Connecting... An agent will be with you shortly.

Caller English

System [11:46:38 AM]:

Welcome to chat.

Zack [11:46:51 AM]:

Thank you for contacting Chevrolet Customer Assistance! Your safety is very important to us, so please refrain from using any hand held devices while driving. My name is Zack. How may I further assist you today, [redacted]

[redacted] [11:47:36 AM]:

Very up set with Chevy and the 2014 Chevy

[redacted] [11:47:48 AM]:

Silverado 1500

Zack [11:48:16 AM]:

I am sorry to hear that you are upset with Chevrolet. What issues are you experiencing with your vehicle?

Zack [11:51:15 AM]:

Are you still there, [redacted] I'm still here to answer any questions you may have.

[redacted] [11:51:21 AM]:

I had my service guy check why I had no brakes because I had my child in the truck put a claim in with u guys they said since there was no paper trail and I had missed a appointment awhile ago for the issue because it so I thought fixed it self that I am screwed the gm site I looked at put out last year to our service tecs about the issuse with my truck that

Zack [11:53:01 AM]:

I am sorry to hear that you are experiencing this issue. Did you have this performed at a dealership?

[redacted] [11:53:22 AM]:

Sorry writing that the vacuum pump caused oil in the brake booster which messed a lot up this problem needs fixed I have had the truck three year the first month after buying it new had almost 11 recalls and both spped sensors due

[redacted] 11:53:54 AM]:

Speed sensor sorry replaced do to crap what

Zack [11:54:51 AM]:

I can go ahead and look into that situation for you today. Could you provide me with your VIN and estimated mileage on the vehicle please? Also, was the vehicle purchased New or Certified Pre-Owned?

[redacted] [11:55:40 AM]:

Do du u mean service at the dealership a certified mechanic found the oil put the master back on sent me to Chevy they told me 2000 grand to fix normal wear and tear my butt it was brand new when I bought it

Zack [11:57:02 AM]:

I am sorry to hear that this issue has continued to be an issue for you. I can take a look into the situation for you. Could you provide me with your VIN and estimated mileage on the vehicle please? Also, was the vehicle purchased New or Certified Pre-Owned?

[redacted] [11:58:32 AM]:

Mileage 78300 Vin 1gcvkrec1ez[redacted] brand new

Zack [11:59:26 AM]:

Thank you for the VIN and mileage. While I'm checking your vehicle information, could you please verify your phone number, mailing address, and email address for our records please?

[redacted] [12:00:29 PM]:

[redacted]

Zack [12:01:35 PM]:

Thank you for that information. Are you okay with waiting for about 3-5 minutes while I check into this?

[redacted] [12:01:55 PM]:

Yes sir

Zack [12:05:36 PM]:

Thank you for your patience [redacted] If you had the parts repaired at a certified GM dealership, and they used certified GM parts, there would be a 12 month parts warranty for that part.

Zack [12:06:08 PM]:

However, if you had the brakes repaired at an independent dealership, that dealership may know if there's a warranty associated with that part.

[redacted] [12:07:46 PM]:

They refused to fix the issue with out me paying for it so my issue is now seem money over child safety is the issue Chevy seems to like do to the vacuum pump being a issue no recall just at sheet sent out to our mechanics to fix it if they find and also at owner cost

Zack [12:08:33 PM]:

I do see under your contact that you had a case involving this issue. Is that correct?

[redacted] [12:11:20 PM]:

Yes sir and the guy told me was not the parts put on thruck from the factor was not the issue and because my child's life matter more then trying to drive 20 miles with him in the truck to get the dealership to look at it I had a certified mechanic look at it I am screwed really

Zack [12:13:07 PM]:

I am sorry to hear that you are experiencing this issue. What I would need to do at this point is because a senior advisor is the one who is working on your case, I can document your concern, and have the senior advisor get back in contact with you. Is that something you would be interested in?

Zack [12:16:19 PM]:

Are you still there, [redacted] I'm still here to answer any questions you may have.

[redacted] [12:16:30 PM]:

Yes sir hate to stop dealing with Chevy and thinking that there issue is money from a customer still paying for a truck instead of a child's life might have to get around to any friends of mine on

a PD that buy Chevy for there cars to look else where would hate to talk to them u guys have been good to them would love to keep business ur way

Zack [12:17:53 PM]:

I understand how frustrating and concerning this issue would be, but I can notify the senior advisor to contact you back in regards to the case that you had previously. Are you okay with me notifying her to contact you back?

[redacted] [12:19:50 PM]:

Yeap as long as he deals with it right not well u missed appointment no paper trail Chevy did not look at it first crap childs life comes before giving to shits to try to make it to the dealership maybe the president of Chevy might want to hear or look into it

Zack [12:21:22 PM]:

I do apologize for the inconvience. What I can do at this point is document your concern, and notify the senior advisor to get back in contact with you. Is that okay on your end of things?

[redacted] [12:22:06 PM]:

Yes sir

Zack [12:22:34 PM]:

Thank you for that. Is there anything else that I can further assist you on today?

[redacted] [12:22:53 PM]:

Not right now thank u

Zack [12:23:34 PM]:

You're welcome. If you have any other questions or concerns regarding your vehicle, please don't hesitate to come back and chat with us if you need anything. We are available to chat Monday through Friday from 8:00 a.m. to 11:00 p.m., and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600. Thank you for contacting Chevrolet Customer Assistance [redacted] and have a great day!

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
J[redacted] [redacted] Anytime	GMC Yukon 2016 1GKS2BKC4GR[redacted] Mileage Now: 41000 mi Warranty Start: 12/26/2015	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Cust sts : Customer stated that her vehicle has been into the dealership for the entire month of March for brake issues. Customer stated that it's been in to the dlrship 3 times for the issue. Customer stated that the dlrship advised her that the issue just can't be repaired. Customer stated that she no longer feels safe driving the vehicle anymore she doesn't want to put her kids in a vehicle that isn't safe to drive and is now requesting a repurchase.

Cust seeks: Repurchase

CRS adv: Advised the customer that I will be reaching and pairing up with CEM Jessica Owen to make her aware of her concerns. Advised the customer that I can't guarantee a vehicle repurchase as out make focus is getting the vehicle repaired to her satisfaction. Advised the customer that I will also reach out to my internal resources about the repurchase. Advised the customer that I will have CEM Jessica Owen reach out to her within the next 24-48 hrs. to discuss her concerns.

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 3 times Vehicle was inop/down due to this concern: 14 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: Julia Bidel --> 1-866-790-5700 Ext # 5911417

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () -	Chevrolet Silverado 1500 2016 3GCPCREC1GG[redacted] Mileage Now: 79 mi Warranty Start: 10/10/2016	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

STS: The brake pedal on the vehicle went down to the floor. She pulled into a driveway to back up so she could back up and turn around. She tried multiple times to put it in reverse but it would not go. The vehicle did NOT leave the road. She had a tow service come out to get the vehicle,. and they put her in a loaner. They looked at the vehicle, and they stated that everything is fine.

SKS Customer does not feel comfortable with the truck. She is niot trying to get into another vehicle - she just wants to make sure that the vehicle is safe!

ADV I thanked the customer for reaching out to us. I said we will look into this for them. Because nothing has been duplicated, I cannot make any promise on assistance.

Eric Nustad\CAC\T2\WMI

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

Additional key points

This customer has purchased these GM vehicles:

Reference

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

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
any time

Vehicle

Chevrolet Silverado 2014
3GCUKSEC3EG[redacted]
Mileage Now: 60000 mi
Warranty Start: 02/24/2015

Status of vehicle/concern

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

Key Points

Customer needs to have repairs made to brake system. The brakes failed while he was driving; there was no pressure in the system. He's been told it will cost approximately $650 to repair. He is seeking cost assistance.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Janie Flores --> 1-866-790-5700 Ext # 5914809

PE18-012

GM

3-27-2019

Q3

Close Window

Edit Transaction Pre-Repair Authorization

PRINT-FRIENDLY VERSION

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

Business Unit*: GM - US

Transaction Type*: ZREG--Regular Vehicle Transaction

Pre-Repair Type: Repair Authorization

Pre-Repair Authorization

Pre-Repair Auth ID: 368962200000

Original Author [redacted]

New Author: [redacted]

*Required Fields

Disclaimer: All amounts are before taxes

BAC*: 168[redacted]

Service Agent: CHEVROLET OF JERSEY CITY

Contact Name: Tom Wilkos

Phone Number:

Fax Number: 201-434-1590

Contact Email Address: twilkos@chevyofjerseycity.com

Job Card*: [redacted]

Job Card Date: 05/01/2017

Reference Number: [redacted]

VIN: 3GCUKREC9GG[redacted] Investigate Vehicle History

Odometer: 18454

Transaction Flag:

- ◯ Customer Enthusiasm - Non Warrantable Repair
- ◯ Special Coverage
- ◯ Policy
- ◯ None

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

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

Description: * No customer complaint-Other issues

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

Description: * Other-Field Action/Tech Bulletin

Correction Description: * Repair Vehicle

Labour Operation*: 0600006

Labour Time: 3.5 Supp Time: 0 OLH Time: 0

Labour Rate: 116.21 Common GM Division - Mechanical

Labour Total: 406.73

Parts Total: 373.09

Part Numbers:

Net Item Type	Amount
Car Rental / Hire	380
<Make Selection>	

Net Item Total: 380.00

Tax: 0

Deductible: 0

Total Before Taxes: 1,159.82

Auth Code:

(•) Accept ( ) Reject

Comment*:

Created By	Create Date/Time	Comment
[redacted]	Thu May 18 15:27:02 EDT 2017	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
3GCUKREC9GG[redacted]	368962200000	2017-05-18

CANCEL SAVE

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PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

WARRANTY

CHEVROLET of JERSEY CITY
905 COMMUNIPAW AVE. JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

PAGE 1

BUS: CELL: SERVICE ADVISOR: 9030 LYNN SIMO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BK	16	CHEVROLET SILVERADO	3GCUKREC9GG[redacted]	[redacted]	18454/18454	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.		PO NO.	RATE	PAYMENT	INV. DATE
12DEC15 DD					0.00	CASH	02MAY17

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
01MAY17	02MAY17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S WHILE STEPPING ON THE BRAKE IT GETS HARD CAN'T STOP			
CAUSE: E			
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT			
6058WPT94 1.50		174.32	174.32
1 12669488 (S)PUMP	242.13	193.70	193.70
1 12658179 (S)BELT	66.05	60.24	60.24
1 12658178 (S)BELT KIT	75.71	60.56	60.56
1 23135228 (S)PIPE	73.24	58.59	58.59
DIAG ADD TIME TO COMPLETE WORK SHEET SUPPLIED			
6058WPT94 2.00		232.42	232.42

37309 TPARTS
40674 TLABOR

****

***THANK YOU FOR SERVICING YOUR VEHICLE ***
*********AT CHEVROLET OF JERSEY CITY*********
WE ARE TOTALLY COMMITTED TO OUR CUSTOMERS
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT TOM WILKOS SERVICE MANAGER

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-01-17	15:07	16:37	1.50	W	6058	A	
05-02-17	08:50	11:36	2.77	W	6058	A	

COST, SALE, & COMP TOTALS 77983 0

IMPORTANT WARRANTY INFORMATION

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERRABLE TO, NOR ENFORCEABLE BY ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE FACILITY AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY, UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES IMPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY

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

DESCRIPTION	TOTALS
LABOR AMOUNT	406.74
PARTS AMOUNT	373.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	779.83
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	779.83

Following the inspection, summarize all relevant facts and observations:

After one Brake Apply Pedal Got Hard
Low Vacuum to Brake Booster Vacuum Spec 22 in HG
Had no Measurable Vacuum at Brake Booster Hose
or at Vaccuum Pump Vaccuum Pump Faulty

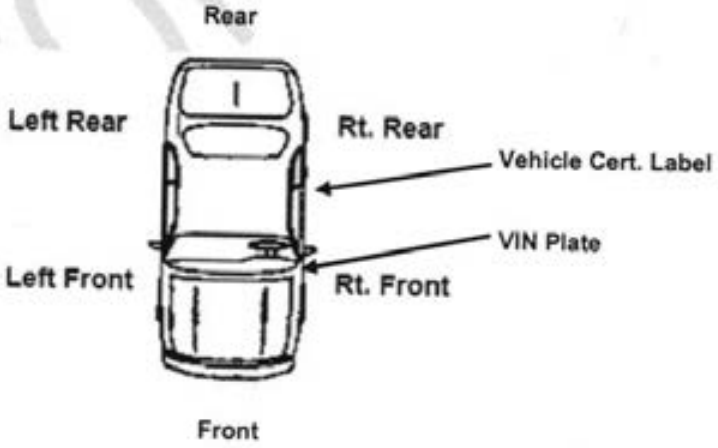
PLEASE PROVIDE A REPAIR ESTIMATE
(at your dealer warranty rates)

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not be replaced.** If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.

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

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

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



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

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DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2016 Chevrolet	Case Number:	[redacted]
VIN:	3GCUKREC9GG[redacted]	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:		Dealer City/ST	Jersey City, NJ
Dlr. BAC & Name	BAC 168[redacted] Chevrolet of Jersey City	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer's Allegation: The first time my brakes went out was on 04/19, Wednesday. I was attempting to park on E 31st between Ave I and J in Brooklyn, NY, at my job. I went from DRIVE to REVERSE and started to back up into the spot. I let go of the gas and pumped my brake; it felt like I had hit something hard and it continued to roll, although my foot was pressing the brake. I engaged the emergency brake and eventually it stopped. We called CAC and they directed me to a dealer in Staten Island. They kept the car a few days and could not duplicate the concern. I took the car to my independent mechanic and he said something was wrong with the EBS system. Leaving the shop was not a problem. When I got back to my job site on E 31st, I was reversing into a spot again and this time I almost hit a pedestrian since the brakes did not stop the vehicle. Luckily, he was able to jump out of the way.

Customer Allegation of Defect:

Brake Allegation

Section 3 VEHICLE / SYSTEM INSPECTION

---Note---

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

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

DTC	Symptom	Module	Description	Current	History
C025E	5A	EBCM	Booster Booster Vacuum Sensor Not Plausible		✓
B1380	04	BCM	Control Module Accessory Circuit Opt	✓	

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

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

If yes, describe, and capture photos: EMERGENCY LIGHTS

Does the vehicle have?

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

Turn on the ignition key and note the following:

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

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

✓	Full	✓	Clear	✓	Normal Smell		Other:

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

Describe: NONE

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour:

	Dropped		Moved Up	✓	No Change

Turn the engine off and record the number of pedal applies required to deplete the booster: 1

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

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?		Yes	✓	No	Describe:
Any rotor/drum corrosion?		Yes	✓	No	Describe:
Any rotor/drum grooving?		Yes	✓	No	Describe:
Any rotor/drum irregularities?		Yes	✓	No	Describe:
Any lining corrosion evident?		Yes	✓	No	Describe:
Any signs of overheating?		Yes	✓	No	Describe:

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow	5		6 mm		5	6	5	3

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Green									

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

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

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

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

Comments:

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

Does the brake system hold the vehicle stationary? [✓] Yes [ ] No

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	BRIDGESTONE	DUELER A/T	285 45R22	37	10/32
RF	11	11	11	36.5	11/32
LR	11	11	11	36.5	10/32
RR	11	11	11	37.5	10/32

Specific test requests:

➢ **INSERT HERE ANY SPECIFICLY REQUESTED TESTING:**

Describe below any testing performed and provide the specific voltage, amps, ohm readings etc. Also detail all relevant information.

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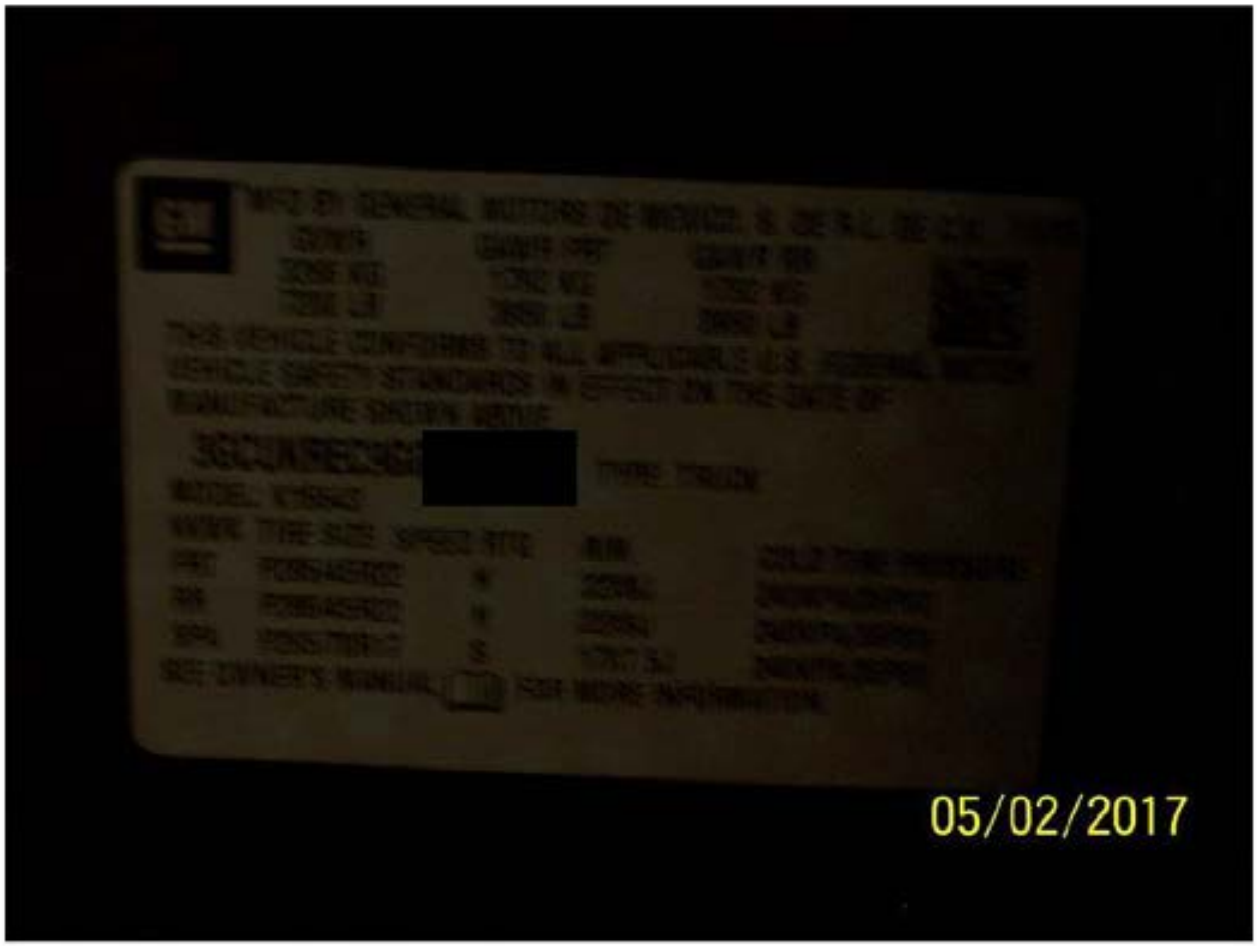
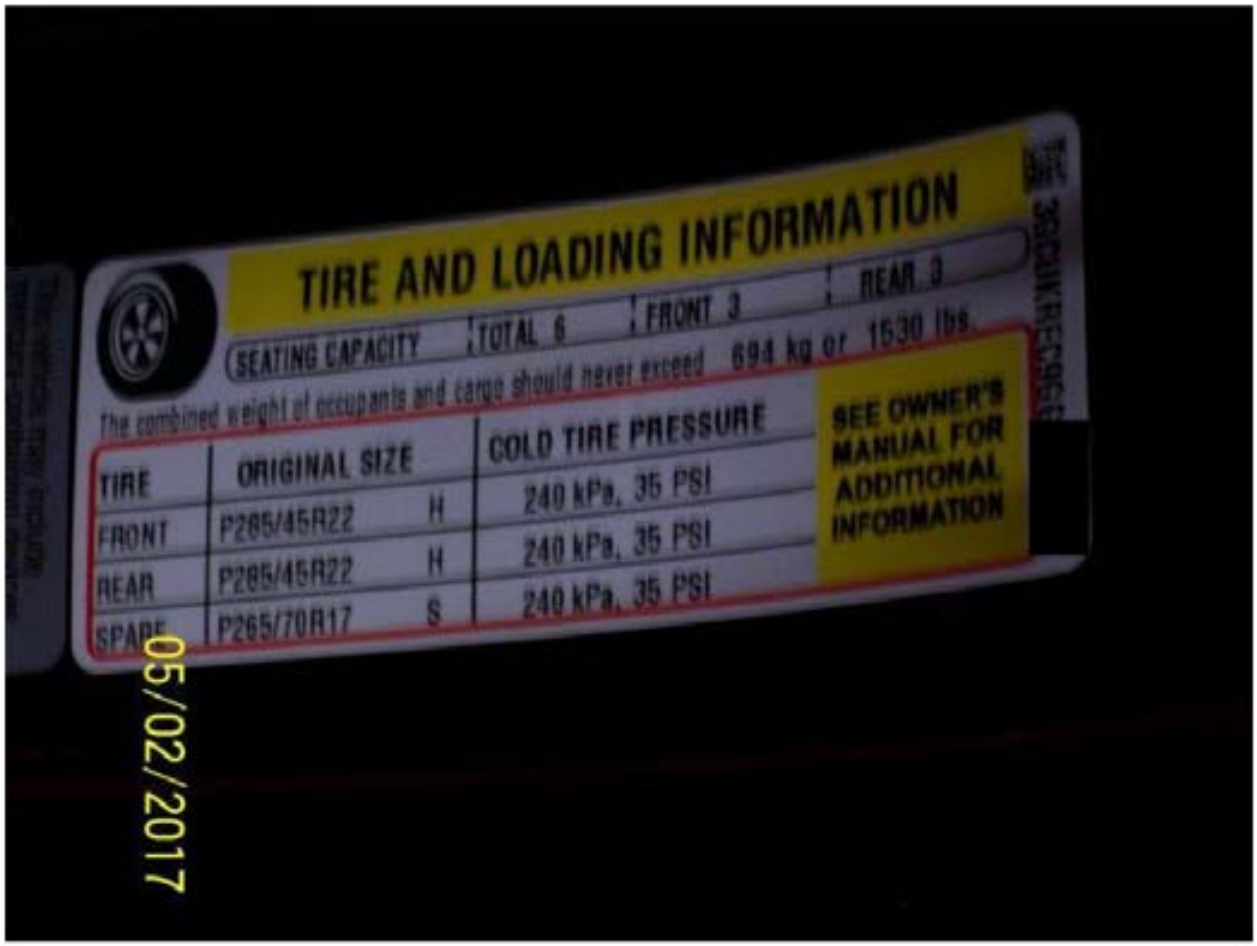
MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L.
GVWR
3255 KG
7250 LB
GAWR FRT
1792 KG
3955 LB
GAWR RR
1792 KG
3955 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
3GCUKREC9GG
TYPE: TRUCK
05/02/2017
MODEL: K15543
RIM


05/02/2017


TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 6 FRONT 3 REAR 3
The combined weight of occupants and cargo should never exceed 694 kg or 1530 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT P265/45R22 H 240 kPa, 35 PSI
REAR P265/45R22 H 240 kPa, 35 PSI
SPARE P265/70R17 S 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
05/02/2017

TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 6 FRONT 3 REAR 3
The combined weight of occupants and cargo should never exceed 694 kg or 1530 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT P285/45R22 H 240 kPa, 35 PSI
REAR P285/45R22 H 240 kPa, 35 PSI
SPARE P265/70R17 S 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
05/02/2017

7
17
NEW YO
JAN
FEB
MAR
APR
05/02/2017

[redacted] 3GCUKREC9GG [redacted]
05/02/2017

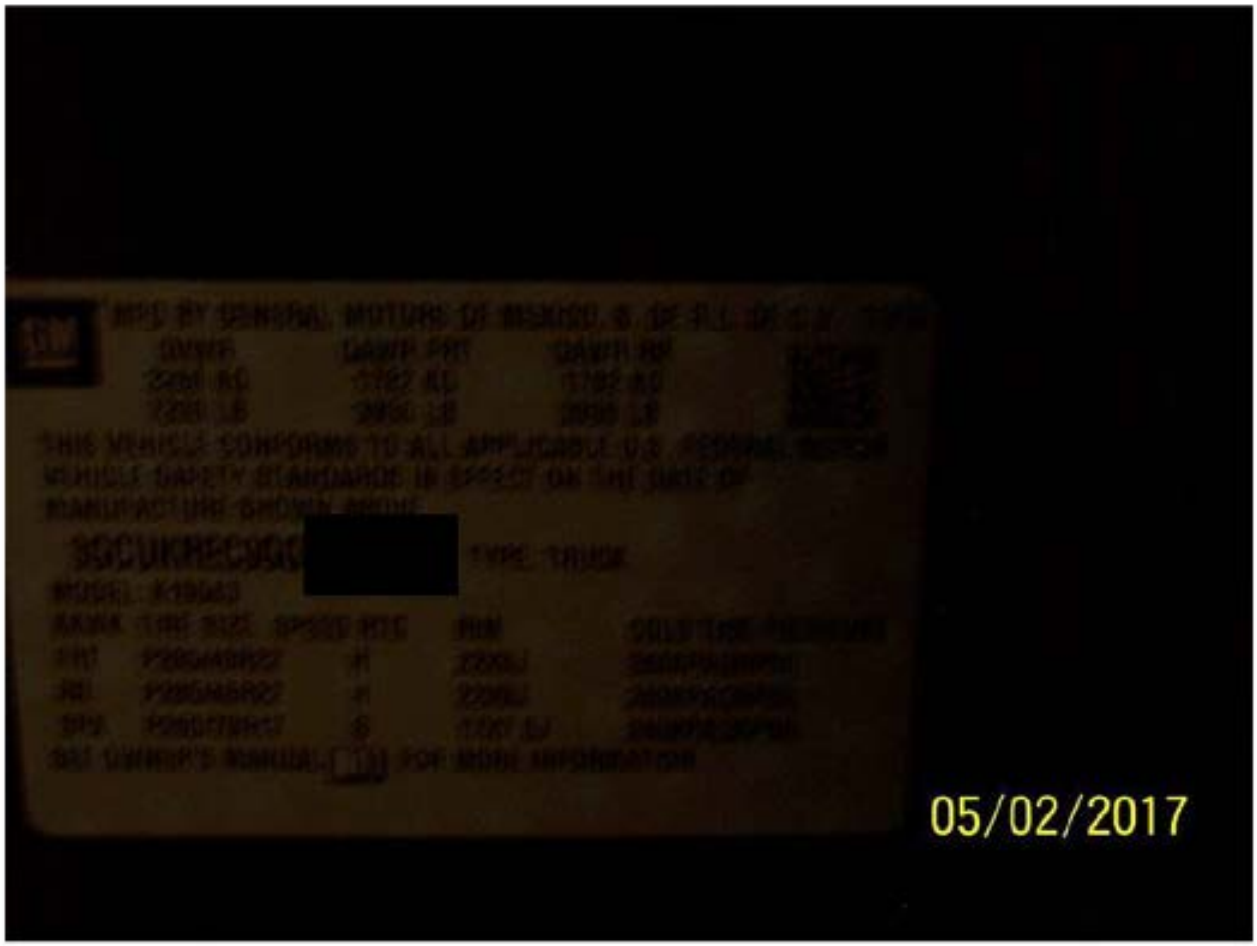
05/02/2017

05/02/2017

05/02/2017

05/02/2017

05/02/2017


05/02/2017

MFD BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V.
GVWR
GAWR FRT
GAWR RR
3266 KG
1792 KG
1792 KG
7200 LB
3950 LB
3950 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
3GCUKREC9GG
TYPE: TRUCK
MODEL: K1054G
AXLE
TIRE SIZE
SPEED RTG
RIM
COLD TIRE PRESSURE
FRT
P265/65R20
H
22X9J
RR
P265/65R20
H
22X9J
05/02/2017

PE18-012

GM

3-27-2019

Q3

Email Subject Line:	New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Reque:	
Allegation:	Brakes/Steering/Suspension	Case Summary
Case Status: (drop down list)	New	**Describe Allegation:**
Recommendation (drop down list)	Request for Decision	The first time my brakes went out was on 04/19, Wednesday. I was attempting to park on E 31st between Ave I and J in Brooklyn, NY, at my job. I went from DRIVE to REVERSE and started to back up into the spot. I let go of the gas and pumped my brake; it felt like I had hit something hard and it continued to roll, although my foot was pressing the brake. I engaged the emergency brake and eventually it stopped. When I got back to my job site on E 31st, I was reversing into a spot again and this time I almost hit a pedestrian since the brakes did not stop the vehicle.
Consultation (Agree/disagree drop down.	Reviewed / Kim TCL	
SR Number	[redacted]	
Customer Name (Last name/First Name)	[redacted]	
Year/Make/Model	2016 Chevrolet Silverado	**Business Case:**
VIN	3GCUKREC9GG[redacted]	- Brake apply, pedal got hard - Low vacuum to brake booster - No visable signs of external leakade of brake fluid # of GM Vehicles Ever: 1 # of GM Vehicles BNSR: 1
Incident Date	4/24/2017	
Dealer & BAC code	168[redacted] / Chevrolet of Jersey City,Jersey City,NJ,168278,"	
After Market Equipment (yes/no & Type from dropdown)	**Yes** / **Other - Emergency Lights**	
Dealership primary contact Name & Title	Thomas Wilkos/SVM	

Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N152028770 28770 4WD IPS Drift DTC C0398 - 4HI Lock-Up 01/06/2017 Open Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy	
Mileage	18,454	
Purchased From	Unknown	
MSRP/KBB (Trade-in Good Value)		
Repair Estimate Total $	$780	
Rental Vehicle (yes/no from drop down and enter date issued)	Yes	

TC/TCL Comments:

Low vacuum assist due to pump failure consistent with incident description. 2 open recalls need to be completed and vehicle appears to have aftermarket vehicle modification not reported by the dealer on inspection report. Recommend sending to the BRM for resolution.

Verify before sending E-mail:

IS THE FORM COMPLETE WITH ALL INFORMATION?

Have Photos Log, Final Report, CDR Report, been attached to the E-mail as applicable?

When entering data into the Business Case cell: Since this field originates in Excel, pressing ALT & Enter keys at the same time will insert a new row pressing ALT + Enter at the end of your #1 comments, #2 comments #3 comments, etc, the alignment will remain after sending in Outlook.

Example:

1) Comment #1 (press Alt & Enter)
2) Comment #2 (press Alt & Enter)
3) Comment #3 (press Alt & Enter)
ETC.

If necessary include copy of any additional fire/police reports, dealer inspections, Dealer Diagnosis and Repair Estimates, and copy of title and registr
Please ensure all documentation is complete, accurate and professional.
All Dealer repair estimates should include the labor codes, part numbers with descriptions and be priced at the dealerships current warranty rates.
Follow-up (2nd request for approval)should only be sent 48 hours after initial email if still waiting for approval.

Document Revised 1/12/2017

st for Decision --- Kim TCL ---Reviewed

SEND TEMPLATE TO THE FOLLOWING:

To: BRM

CC: DMA, whomever was consulted on the case

New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Request for Decision --- Kim TCL ---Reviewed

Email Statement

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

IMPORTANT TO REMEMBER

IMPORTANT TO REMEMBER

Use the "Control V" function when pasting copied template information to outlook.

***** When converting the Approval e-mail to a PDF document *****

Page setup must be set to "LANDSCAPE"

within the cell.

ation as necessary.

Agree		Allegation list
Reviewed		Air Bag
Disagree		Brakes/Steering/Suspension
		Driving Aids
		Electrical
		Other
Yes/No List		Status List
Yes		New
No		2nd Request
		Update

		Type of aftermarket Equip
		Lift kit - Dealer installed
		Lift kit - Owner Installed
		Alarm/remote start - Dealer installed
		Alarm/remote start - Owner Installed
		Stereo/Amp / Electrical
		Other - "enter text here"

	Recommendation List
	Repair
	Repurchase
	Deny
	Request for Decision
	Consultants List
	Bill TL
	Carol TL
	Kim TCL

	Mickey TC
	Patrick BPL

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GM

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Q3

Naytasha Moore (C)

From: Naytasha Moore (C)
Sent: Wednesday, April 26, 2017 3:42 PM
To: [redacted]
Subject: SR [redacted] VIN: 3GCUKREC9GG[redacted] - Preliminary Information Request

Hello Mr. [redacted]

Per our earlier conversation, we will need photos of the vehicle for review. Please provide photos of the following listed below. In addition, please provide a copy of the title, registration and owner's driver's license. If there is a Lien Holder of your title, please include their contact information and your pay-off amount. This information is needed to verify proof of ownership.

Once reviewed, I will follow up with you for the next steps.

Required Photos: All pictures should be clear with no shadows present

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage
6. Close-up image of damage with a Broad view
7. Close-up image of damage with Overall view of surrounding area (such as: side, trunk, engine compartment, dash, door, undercarriage etc.)
8. Close up photos of all 4 wheels/tires & undercarriage for signs of impact as possible.
9. Vehicle Certification Label with VIN visible
10. Vehicle Odometer Reading (Clear Photo)

Please give me a call with any further questions.

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

From: Naytasha Moore (C)
Sent: Friday, April 28, 2017 11:47 AM
To: 'gmarasa@drivesunrise.com'
Subject: SR [redacted], [redacted] VIN: 3GCUKREC9GG[redacted] - PAC Assistance Needed

Importance: High

Hello Joe,

We here in GM PAC are in need of your assistance. Customer [redacted] owns a 2016 Chevrolet Silverado, VIN: 3GCUKREC9GG[redacted]. We more likely will need your assistance with an inspection. The customer is in a rental that he is providing for himself and he needs to be out by Monday. We do pay your dealership out at your hourly warranty rate for any labor worked to assist us.

Customer's Information:
[redacted]
2016 Chevrolet Silverado
3GCUKREC9GG[redacted]

Also, the customer has contacted me seeking a rental. Please procure alternate transportation and reference the bulletin number 13-00-89-010 in Service Center for the PAC Courtesy Transportation Assistance Program. They do not have to be in a GM vehicle for PAC to authorize the rental. You can connect with Enterprise if there is no loaner available. We have guidelines which include:

- Advise the customer GM does NOT pay for taxes, fuel, insurance, or vehicle upgrades.
- Remind the customer he is responsible for any rental costs past 30 calendar days for $38 per day, unless GM approves an extension.
- Please let me know once he is placed in a rental so that I can document it in the case.

Please give me a call with any further questions.

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

From:	Naytasha Moore (C)
Sent:	Monday, May 01, 2017 10:56 AM
To:	'twilkos@chevyofjerseycity.com'
Cc:	Cedric Carter; Christopher F. Rose; Carol McMahan; Kimberly Horvath (C)
Subject:	SR [redacted], VIN: 3GCUKREC9GG[redacted] - PAC Case Dealer Inspection Request
Attachments:	DI002 Dealer Brake - Incomplete Inspection.docx
Importance:	High

Hello Thomas,

Thank you for agreeing to assist us with a Dealer Inspection/Diagnosis and Repair Estimate for this PAC case. We appreciate your support. Attached is the inspection form we need completed. The completed inspection should include an RO Estimate for repairs, photos of the vehicle, as well as a diagnosis.

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

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

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

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

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

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

Please verify the photos are in focus, bright and clearly show the areas of concern. Verify all requested information is fully documented then return the forms and photos via email within 72 business hours. Please notify your PAC Advisor as soon as possible if you cannot provide the information within this timeframe. Delays receiving the inspection report will impact the duration of the case, resulting in increased rental car fees and inconvenience to our customer.

Also, the customer has contacted me seeking a rental. Please procure alternate transportation and reference the bulletin number 13-00-89-010 in Service Center for the PAC Courtesy Transportation Assistance Program. They do not have to be in a GM vehicle for PAC to authorize the rental. You can connect with Enterprise if there is no loaner available. Please try and find the customer the most comparable vehicle to his current one. We have guidelines which include:

- Advise the customer GM does NOT pay for taxes, fuel, insurance, or vehicle upgrades.
- Remind the customer he is responsible for any rental costs past 30 calendar days for $38 per day, unless GM approves an extension.
- Please let me know once he is placed in a rental so that I can document it in the case.

Please give me a call with any further questions.

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

From: Naytasha Moore (C)
Sent: Monday, May 01, 2017 9:19 AM
To: 'GMRoadsidePACdispatch@morleynet.com'
Cc: Carol McMahan
Subject: PAC Request SR[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

Importance: High

SUBJECT LINE: PAC Request SR[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #)[redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged:
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise "N/A"]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY

- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

PE18-012

GM

3-27-2019

Q3

Brittany Green (C)

From:	Brittany Green (C)
Sent:	Tuesday, May 09, 2017 12:03 PM
To:	Christopher F. Rose
Cc:	Kimberly Horvath (C); Cedric Carter
Subject:	New Allegation: - Brakes/Steering/Suspension SR# [redacted] --- Request for Decision --- Kim TCL ---Reviewed
Attachments:	[redacted], [redacted] Dealership Inspection.PDF; [redacted], Dealership Photo Log.PDF

A recent product allegation claim was made in your region. PAC is requesting your decision in the following case to resolve the customer's claim. Once received, the decision will be relayed to the customer and the involved dealership.

Allegation:	Brakes/Steering/Suspension		Case Summary
Case Status: (drop down list)	New		**Describe Allegation:**
Recommendation (drop down list)	Request for Decision		The first time my brakes went out was on 04/19, Wednesday. I was attempting to park on E 31st between Ave I and J in Brooklyn, NY, at my job. I went from DRIVE to REVERSE and started to back up into the spot. I let go of the gas and pumped my brake; it felt like I had hit something hard and it continued to roll, although my foot was pressing the brake. I engaged the emergency brake and eventually it stopped. When I got back to my job site on E 31st, I was reversing into a spot again and this time I almost hit a pedestrian since the brakes did not
Consultation (Agree/disagree drop	Reviewed	Kim TCL	
SR Number	[redacted]		
Customer Name (Last name/First Name)	[redacted]		
Year/Make/Model	2016 Chevrolet Silverado		**Business Case:**
VIN	3GCUKREC9GG[redacted]		- Brake apply, pedal got hard - Low vacuum to brake booster - No visable signs of external leakade of brake fluid # of GM Vehicles Ever: 1 # of GM Vehicles BNSR: 1
Incident Date	4/24/2017		
Dealer & BAC code	168[redacted]	Chevrolet of Jersey City,Jersey City,NJ,168278,"	
After Market Equipment (yes/no & Type from dropdown)	**Yes**	**Other - Emergency Lights**	
Dealership primary contact Name & Title	Thomas Wilkos/SVM		
Open/Closed Recalls (If closed include closed Transaction History)	Service Update Bulletins N152028770 28770 4WD IPS Drift DTC C0398 - 4HI Lock-Up 01/06/2017 Open Product Safety Recall 2016007 16007 Frontal Airbag And Pretensioner Non Deploy		

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

Brittany Green
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: (866) 446-6963 x 5913664
Fax Number: (586) 920-0755
brittany.green@gm.com

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

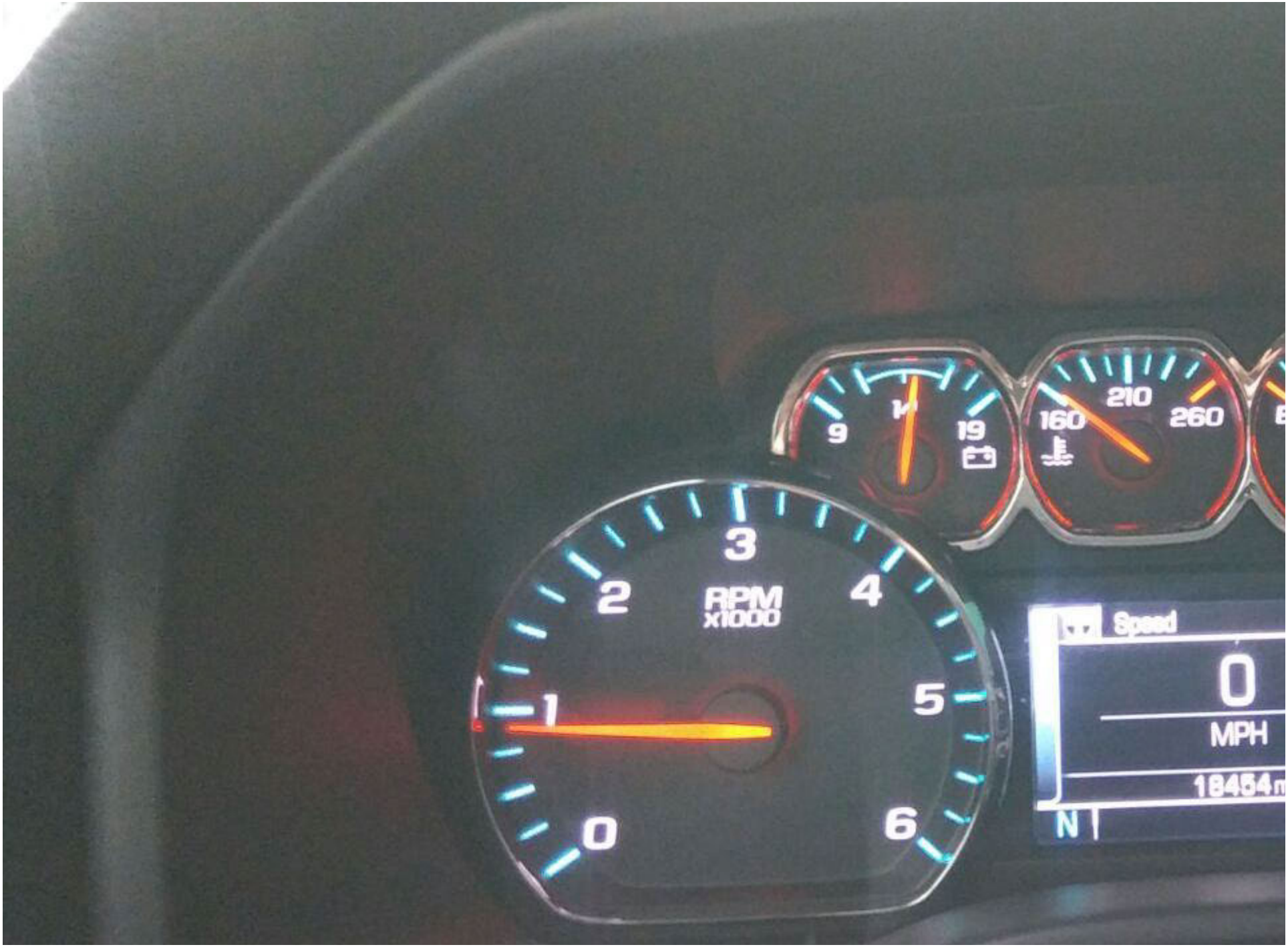
From: [redacted]
Sent: Wednesday, April 26, 2017 5:53 PM
To: Naytasha Moore (C)
Subject: [EXTERNAL] Re: SR [redacted], VIN: 3GCUKREC9GG[redacted] Preliminary Information Request

SILVERADO

SILVERADO

OFFICIAL
EMISSIONS

0
1
2
3
4
5
6
RPM
N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MPH
18454
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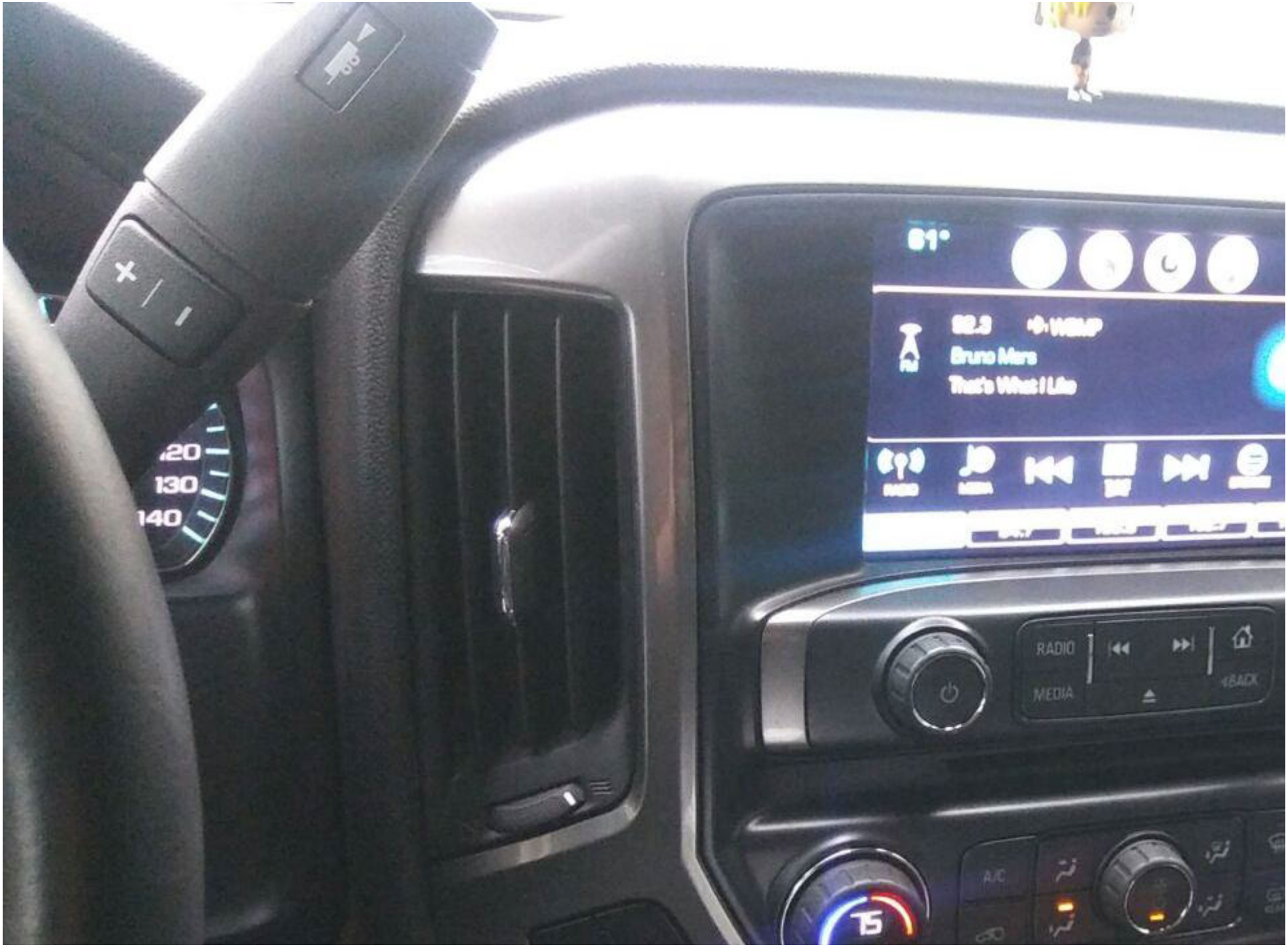
Bruno Mars
That's What I Like
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BACK
A/C

RPM
x1000
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MPH
MPH

RADIO
MEDIA
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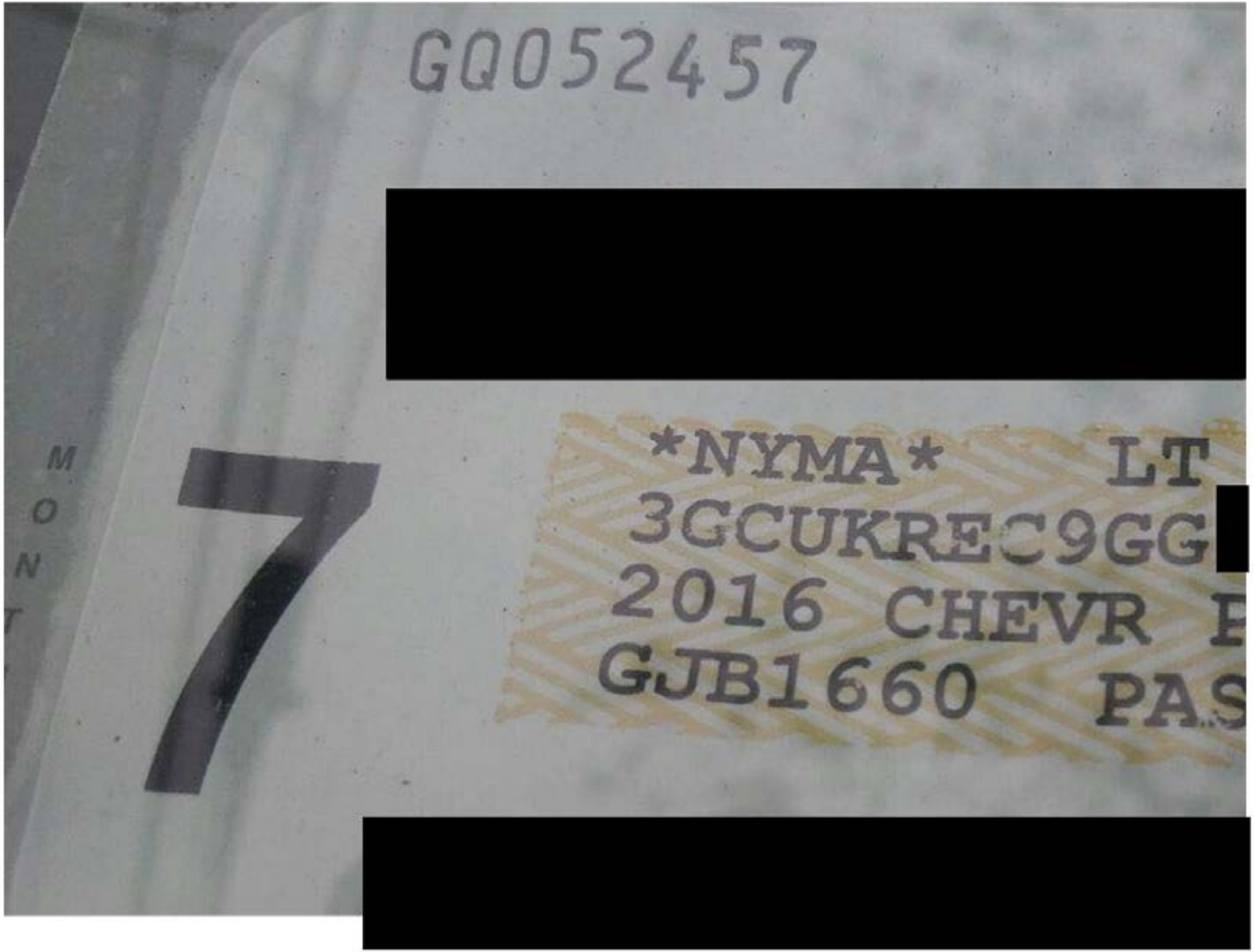
MENU
A/C
SYNC
REAR


GQ052457
[redacted]
NYMA LT
3GCUKREC9GG
2016 CHEVR
GJB1660 PAS
[redacted]

Sent from my iPhone

On Apr 26, 2017, at 3:41 PM, Naytasha Moore (C) <naytasha.moore@gm.com> wrote:

Hello [redacted]

Per our earlier conversation, we will need photos of the vehicle for review. Please provide photos of the following listed below. In addition, please provide a copy of the title, registration and owner's driver's license. If there is a Lien Holder of your title, please include their contact information and your pay-off amount. This information is needed to verify proof of ownership.

Once reviewed, I will follow up with you for the next steps.

Required Photos: All pictures should be clear with no shadows present

1. Driver (Left) side Exterior
2. Passenger (Right) Side Exterior
3. Front Exterior
4. Rear Exterior
5. Close-up image of damage
6. Close-up image of damage with a Broad view
7. Close-up image of damage with Overall view of surrounding area (such as: side, trunk, engine compartment, dash, door, undercarriage etc.)
8. Close up photos of all 4 wheels/tires & undercarriage for signs of impact as possible.
9. Vehicle Certification Label with VIN visible
10. Vehicle Odometer Reading (Clear Photo)

Please give me a call with any further questions.

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

<image001.jpg>
<image002.jpg>

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PE18-012

GM

3-27-2019

Q3

Blank PAC Template

Send Template to **GMRoadsidePACdispatch@morleynet.com**

**Note* PAC dispatches must be acknowledged within 30 minutes of receiving. If response not received please call the GM Escalation Team: 855-426-0410.*

SUBJECT LINE: PAC Request SR# [redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection.
Time Requested: 9:07am
Time Acknowledged:
Roadside Advisor:

Vehicle Information:
- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:
- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:
- [PO# after dispatch otherwise "N/A"]

Pickup Information:
- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:
- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:
- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

From: Naytasha Moore (C)
Sent: Wednesday, April 26, 2017 4:50 PM
To: [redacted]
Subject: SR [redacted], [redacted] VIN: 3GCUKREC9GG[redacted] - SR Update

Hello[redacted],

I reached out to Kristal Auto Motors, the dealership where your appointment was scheduled for Monday. They do not have the room to store your vehicle while the inspection or investigation process takes place. I have reached out to Sunrise Chevrolet. They are located in Forest Hills, NY. Please give me until Friday to speak with the Service Manager. I left him a message today and am waiting for his response now. Once I speak with him about the rental/loaner vehicle, I will give you a call.

Please give me a call with any questions.

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

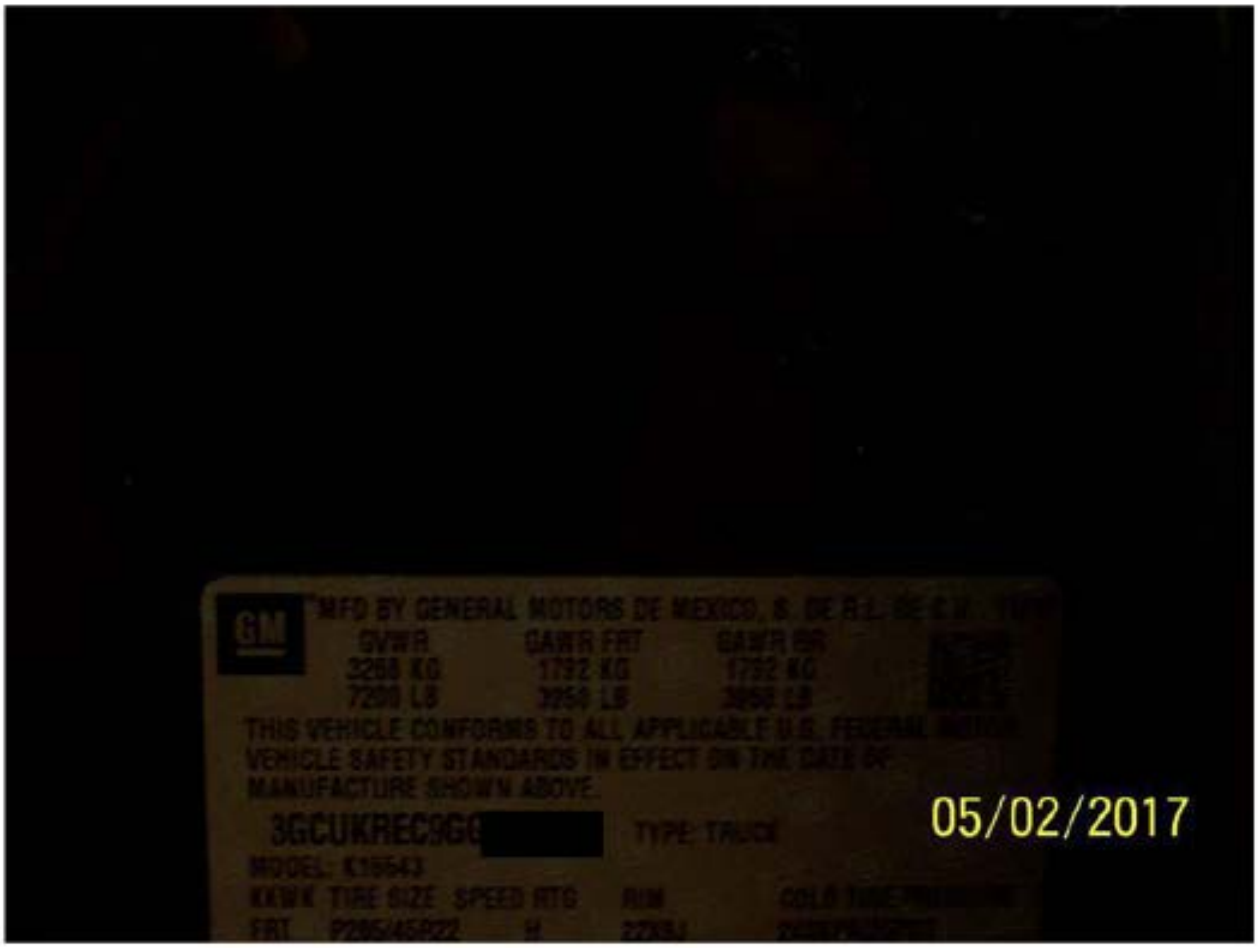
GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

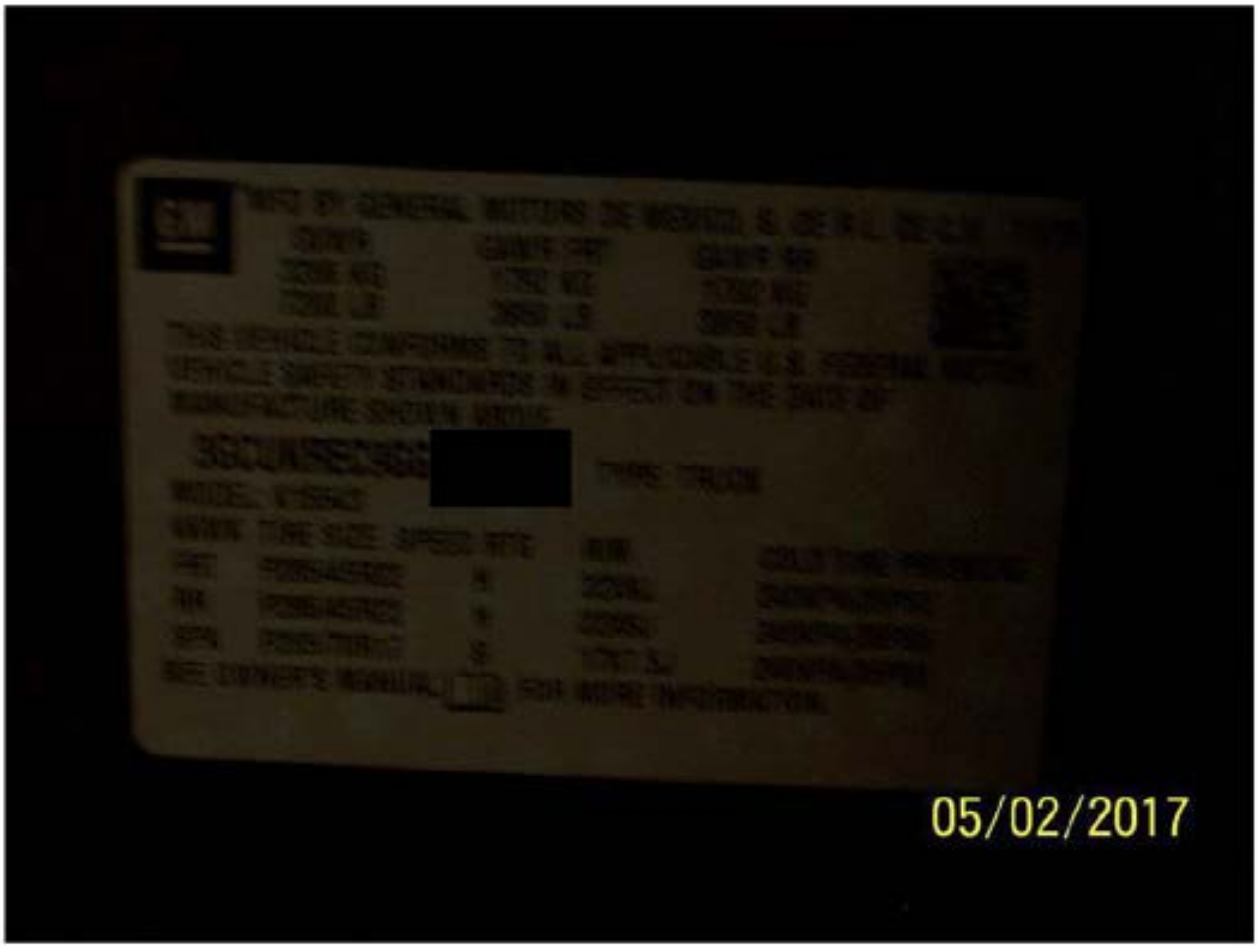
PE18-012

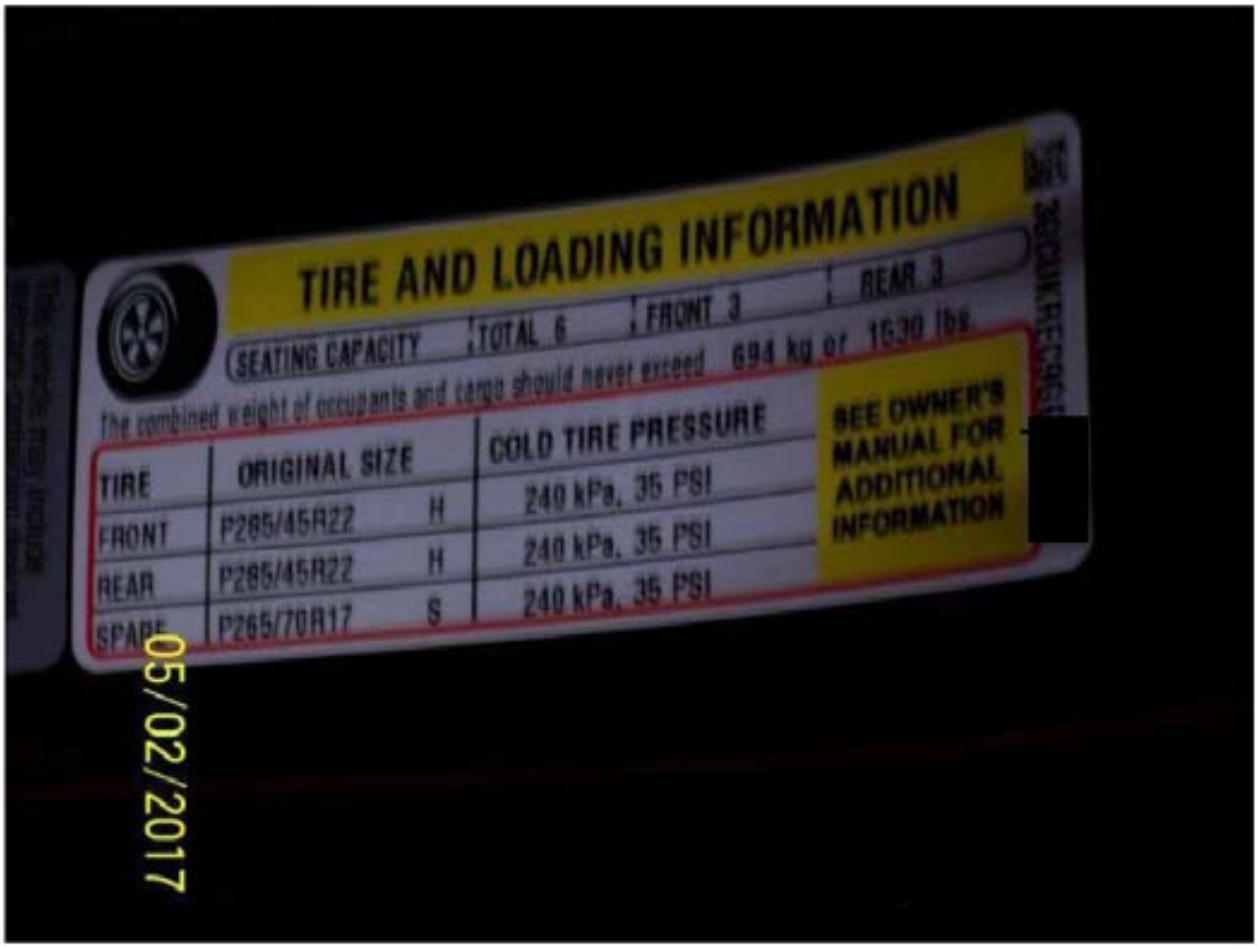
GM

3-27-2019

Q3


GM
GVWR
3266 KG
7200 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR
VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF
MANUFACTURE SHOWN ABOVE.
3GCUKREC9G
TYPE: TRUCK
MODEL: K15543
05/02/2017


05/02/2017


TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 6 FRONT 3 REAR 3
The combined weight of occupants and cargo should never exceed 694 kg or 1530 lbs
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT P265/45R22 H 240 kPa, 35 PSI
REAR P265/45R22 H 240 kPa, 35 PSI
SPARE P265/70R17 S 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
05/02/2017

TIRE AND LOADING INFORMATION
SEATING CAPACITY TOTAL 6 FRONT 3 REAR 3
The combined weight of occupants and cargo should never exceed 694 kg or 1530 lbs.
TIRE
ORIGINAL SIZE
COLD TIRE PRESSURE
FRONT P285/45R22 H 240 kPa, 35 PSI
REAR P285/45R22 H 240 kPa, 35 PSI
SPARE P265/70R17 S 240 kPa, 35 PSI
SEE OWNER'S MANUAL FOR ADDITIONAL INFORMATION
05/02/2017

7
17
NEW YO
JAN
FEB
MAR
APR
05/02/2017

GM
3GCUKREC9GG
05/02/2017

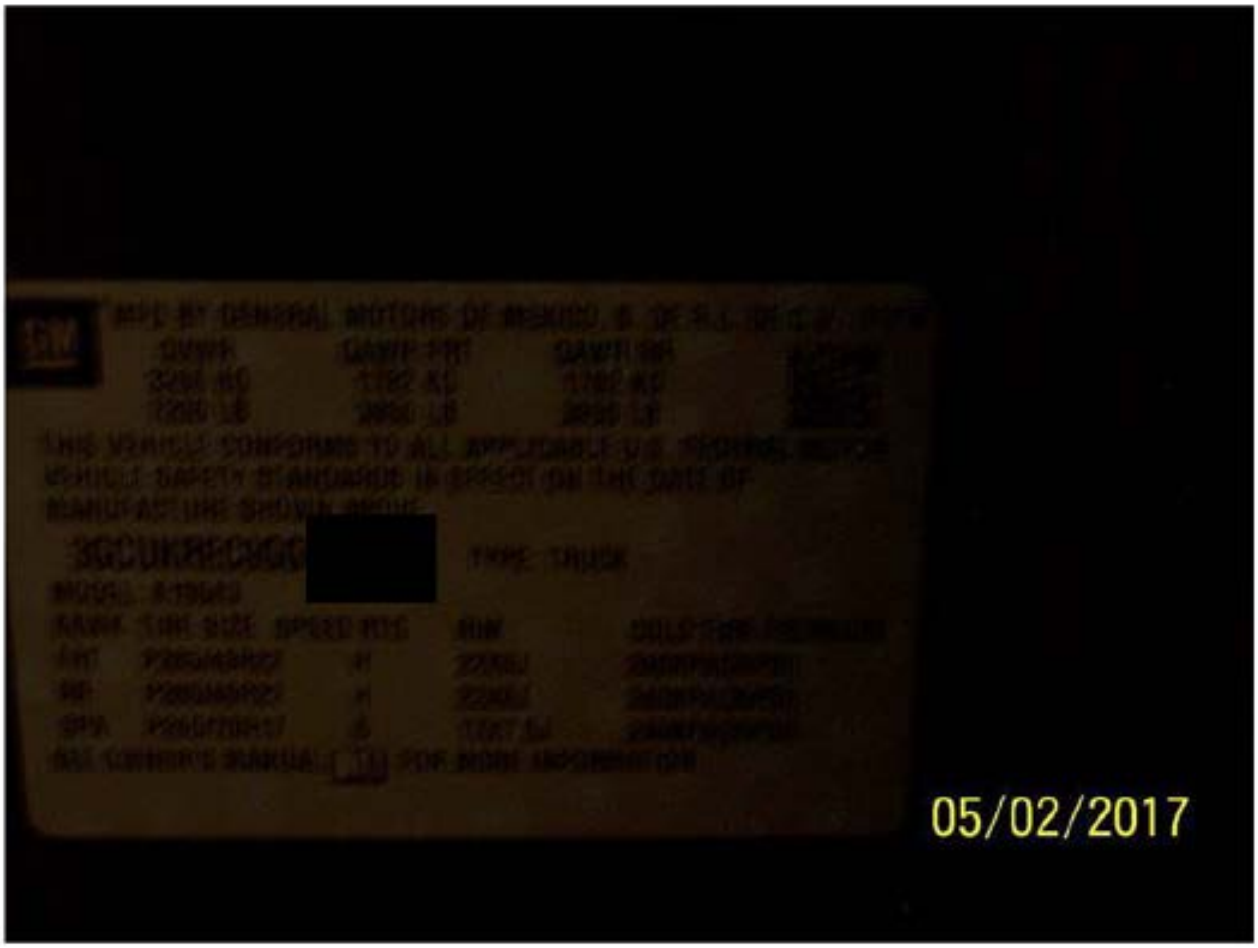
05/02/2017

05/02/2017

05/02/2017

05/02/2017

[redacted]
05/02/2017


05/02/2017

INFO BY GENERAL MOTORS DE MEXICO, S. DE R.L. DE C.V.
GVWR
3356 KG
7398 LB
GAWR FRT
1792 KG
3950 LB
GAWR RR
1792 KG
3950 LB
THIS VEHICLE CONFORMS TO ALL APPLICABLE U.S. FEDERAL MOTOR VEHICLE SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE
3GCUKREC9GG
TYPE: TRUCK
MODEL: K15543
AXLE
TIRE SIZE
SPEED RTG
RIM
FRT
P265/65R22
H
22X9J
RR
P265/65R22
H
22X9J
05/02/2017

PE18-012

GM

3-27-2019

Q3

Naytasha Moore (C)

From: Benjamin Borchardt <Benjamin.Borchardt@morleynet.com>
To: Naytasha Moore (C)
Sent: Monday, May 01, 2017 10:05 AM
Subject: Not read: PAC Request SR# [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]

Your message

To:
Subject: PAC Request SR [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]
Sent: Monday, May 1, 2017 10:05:31 AM (UTC-05:00) Eastern Time (US & Canada)

was deleted without being read on Monday, May 1, 2017 10:05:27 AM (UTC-05:00) Eastern Time (US & Canada).

Naytasha Moore (C)

From: Michael Brown <Michael.Brown@morleynet.com>
Sent: Monday, May 01, 2017 10:02 AM
To: Sara Lamblin; Naytasha Moore (C); GM Roadside PAC dispatch
Cc: Carol McMahan
Subject: [EXTERNAL] DISPATCHED PAC Request SR[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

Follow Up Flag: Follow up
Flag Status: Flagged

Importance: High

SUBJECT LINE: PAC Request SR[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #)[redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged: 9:39am
Roadside Advisor:0940am

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- 1035795083

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- KEM Auto Center, 2080 Stillwell ave Brooklyn, 718-449-1022. Contact: Moe
- ETA: 45 MINS

Additional Information: **All Tows Require a Flatbed Truck!**

From: Sara Lamblin
Sent: Monday, May 01, 2017 9:40 AM
To: Naytasha Moore (C) <naytasha.moore@gm.com>; GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: RE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #)[redacted]

Received, TL Mike Brown is going to assign and reply back with assigned agent and details.

Thanks,
Sara

From: Naytasha Moore (C) [mailto:naytasha.moore@gm.com]
Sent: Monday, May 01, 2017 9:19 AM
To: GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted](Full VIN #)[redacted]
Importance: High

SUBJECT LINE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted](Full VIN #)[redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged: 9:39am
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise "N/A"]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims

Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

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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.

Naytasha Moore (C)

From: Naytasha Moore (C)
Sent: Monday, May 01, 2017 9:19 AM
To: 'GMRoadsidePACdispatch@morleynet.com'
Cc: Carol McMahan
Subject: PAC Request SR[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

Importance: High

SUBJECT LINE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged:
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise "N/A"]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY

- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

Naytasha Moore (C)

From: Traci Stephens <Traci.Stephens@morleynet.com>
Sent: Monday, May 01, 2017 9:33 AM
To: Naytasha Moore (C); GM Roadside PAC dispatch
Cc: Carol McMahan
Subject: [EXTERNAL] RE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]

We have received the email and it will be assigned to an Escalation Advisor

From: Naytasha Moore (C) [mailto:naytasha.moore@gm.com]
Sent: Monday, May 01, 2017 9:19 AM
To: GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #) [redacted]
Importance: High

SUBJECT LINE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #)[redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged:
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]

- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise “N/A”]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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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.

Naytasha Moore (C)

From: Sara Lamblin <Sara.Lamblin@morleynet.com>
Sent: Monday, May 01, 2017 9:40 AM
To: Naytasha Moore (C); GM Roadside PAC dispatch
Cc: Carol McMahan
Subject: [EXTERNAL] RE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted](Full VIN #)[redacted]

Received, TL Mike Brown is going to assign and reply back with assigned agent and details.

Thanks,
Sara

From: Naytasha Moore (C) [mailto:naytasha.moore@gm.com]
Sent: Monday, May 01, 2017 9:19 AM
To: GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted] (Full VIN #)[redacted]
Importance: High

SUBJECT LINE: PAC Request SR#[redacted] VIN: 3GCUKREC9GG[redacted](Full VIN #) [redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.
Time Requested: 9:07am
Time Acknowledged: 9:39am
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles

- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise “N/A”]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted] where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791
Email: naytasha.moore@gm.com

GCCX
GLOBAL CONNECTED CUSTOMER EXPERIENCE

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Naytasha Moore (C)

From: Michael Brown <Michael.Brown@morleynet.com>
Sent: Monday, May 01, 2017 9:52 AM
To: Sara Lamblin; Naytasha Moore (C); GM Roadside PAC dispatch
Cc: Carol McMahan
Subject: [EXTERNAL] RE: PAC Request SR# [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]

Assigned to Gunnar Philips, in process of dispatching now

From: Sara Lamblin
Sent: Monday, May 01, 2017 9:40 AM
To: Naytasha Moore (C) <naytasha.moore@gm.com>; GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: RE: PAC Request SR# [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]

Received, TL Mike Brown is going to assign and reply back with assigned agent and details.

Thanks,
Sara

From: Naytasha Moore (C) [mailto:naytasha.moore@gm.com]
Sent: Monday, May 01, 2017 9:19 AM
To: GM Roadside PAC dispatch <GMRoadsidePACdispatch@morleynet.com>
Cc: Carol McMahan <carol.mcmahan@gm.com>
Subject: PAC Request SR [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]
Importance: High

SUBJECT LINE: PAC Request SR# [redacted] VIN: 3GCUKREC9GG [redacted] (Full VIN #) [redacted]

PAC info: Advisor, Naytasha – 866-446-6963 X 5914201

Urgent Request? Y/N (Indicate "Yes" if needing within 2 hours of original request): No

Summary of request: Customer is alleging brakes are not stopping his vehicle. We would need to have it towed to a dealership for an inspection. Vehicle can shift into neutral. Please call advisor and customer once arrangements are finalized.

Time Requested: 9:07am
Time Acknowledged: 9:39am
Roadside Advisor:

Vehicle Information:

- 3GCUKREC9GG[redacted]
- 2016 Chevrolet Silverado
- 18,454 Miles
- Black in Color

Customer Information:

- [redacted]
- Contacted: Last Contacted 04/28 at 3:14pm

Authorization Number:

- [PO# after dispatch otherwise “N/A”]

Pickup Information:

- Elite Car Care Inc. - 1213 E 15th St, Brooklyn, NY
- [redacted]
- Contacted: contacted location of where vehicle is, currently. They say vehicle is out front and is easily accessible.

Drop-off Information:

- Chevrolet of Jersey City, 905 Communipaw Ave Jersey City, NJ 07304
- Thomas Wilkos, 201-793-4270

Service Provider Information:

- [Company information]
- ETA:

Additional Information: **All Tows Require a Flatbed Truck!**

Regards,

Naytasha Moore
BRC PAC Specialist
General Motors Product Assistance Claims
Phone: 866-446-6963 x5914201
Fax: 586-920-0791

Email: naytasha.moore@gm.com

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PE18-012

GM

3-27-2019

Q3

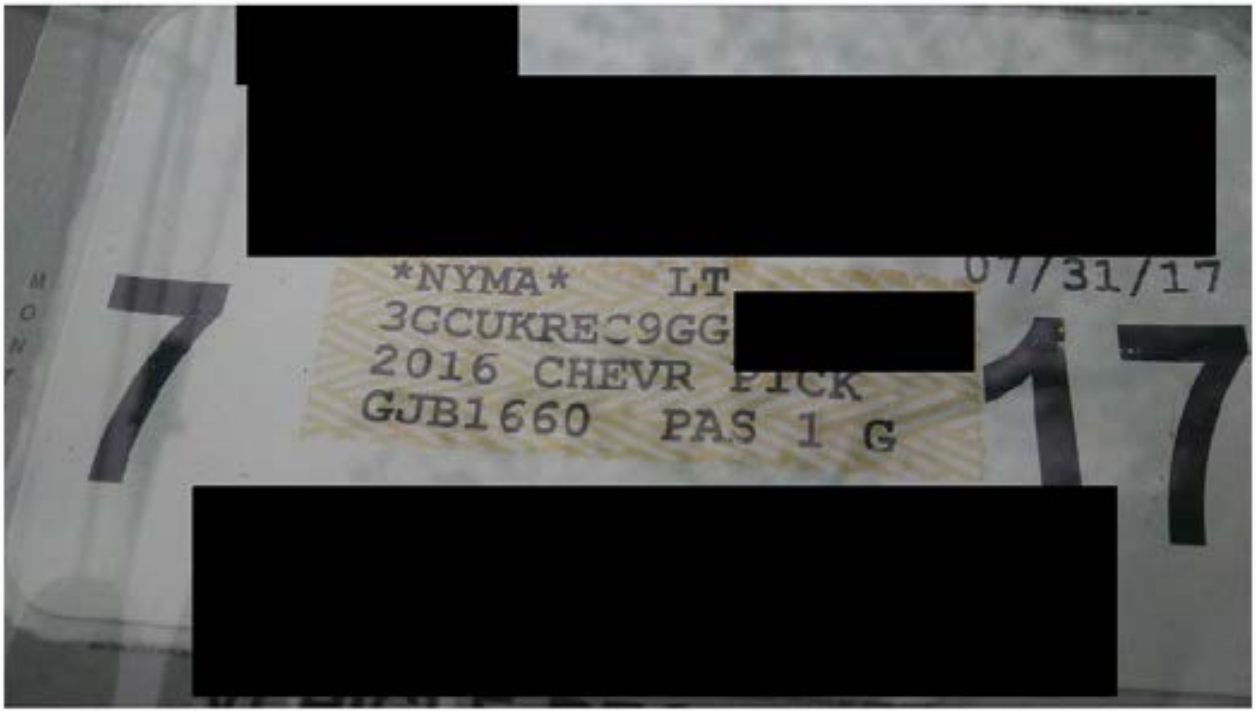
4x4

SILVERADO
LT

4x4

RPM
MPH
0
MPH

0
MPH
MPH
RANDOM


[redacted]
NYMA LT 07/31/17
3GCUKREC9GG[redacted]
2016 CHEVR PICK
GJB1660 PAS 1 G
[redacted]

PE18-012

GM

3-27-2019

Q3

Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Wednesday, May 10, 2017 2:25 PM
To: [redacted]
Subject: Regarding SR #[redacted]

[redacted],

Please send me your vehicle rental slip for review.

Thank you,

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com
Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

GM

3-27-2019

Q3

315 Clendenny Ave.
Jersey City, NJ 07304
201-793-4270

Chevrolet of Jersey City

Fax

To: MATT From: TOM WILKES

Fax: Pages:

Phone: [redacted] Date:

Re: [redacted]

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

• Comments:

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 2
PAGE 1

CHEVROLET of JERSEY CITY
905 COMMUNIPAW AVE. JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

[redacted]

BUS: CELL: SERVICE ADVISOR: 9030 LYNN SIMO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BK	16	CHEVROLET SILVERADO	3GCUKREC9GG[redacted]	[redacted]	18454/18462	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	PAYMENT	INV. DATE
12DEC15 DD				0.00	CASH	15MAY17

R.O. OPENED	READY	OPTIONS:
01MAY17	15MAY17	ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S WHILE STEPPING ON THE BRAKE IT GETS HARD CAN'T STOP			
CAUSE: FAILED VACUUM PUMP CAUSING LOSS OF POWER ASSIST			
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT			
6058WPT94 1.50		174.32	174.32
1 12659498 (S) PUMP	242.13	193.70	193.70
1 12658179 (S) BELT	66.05	60.24	60.24
1 12658178 (S) BELT KIT	75.71	60.56	60.56
1 23135228 (S) PIPE	73.24	58.59	58.59
DIAG ADD TIME TO COMPLETE WORK SHEET SUPPLIED			
6058WPT94 2.00		232.42	232.42
	37309 TPARTS		
	40674 TLABOR		
VERSION 1 (EMP# 6058,15MAY17 15:21): 18462 code b1380 symptom 04			
set in history brake pedal would get hard perform brake inspection as			
per inspection sheet set by GM found no vacuum coming from vacuum pump			
pump should have 27 in off vacuum replace vacuum pump and hose with			
sensor going to booster road test to verify brake operating as designed			
**********			
B GOODWRENCH MULTI-POINT VEHICLE INSPECTION REPORT, INCLUDES CHECK ALL LIGHTS			
CAUSE: 10 DAY RENTAL 1GNSKBKC1HR121916			
Z7905 RENTAL 10 DAYS			
6058WPT94 0.00		0.00	0.00
FC: PART#: COUNT:	0	0 TPARTS	
CLAIM TYPE: WA			
AUTH CODE:			
	0	0 TLABOR	
SUBL HERTZ CAR RENTAL			
WPT94		380.00	380.00
VERSION 1 (EMP# 9030,13MAY17 11:36): 18462 RENTAL AUTH BY GM CAC			
**********			

IMPORTANT WARRANTY INFORMATION

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERABLE TO, NOR ENFORCEABLE BY, ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE FACILITY AS SPECIFIED ABOVE, BEFORE THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (B) DAYS OF NOTICE OF SUCH DEFECT IN LABOR, (C) AUTHORISE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.

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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

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

CUSTOMER #: [redacted]

[redacted]

WARRANTY

DUPLICATE 2
PAGE 2

CHEVROLET of JERSEY CITY
305 COMMUNIPAW AVE. JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

BUS: CELL: SERVICE ADVISOR: 9030 LYNN SIMO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BK	16	CHEVROLET SILVERADO	3GCUKREC9GG[redacted]	[redacted]	18454/18462	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PO NO.	RATE	PAYMENT	INV. DATE
12DEC15 DL				0.00	CASH	15MAY17

R.O. OPENED	READY	OPTIONS:
01MAY17	15MAY17	ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

***THANK YOU FOR SERVICING YOUR VEHICLE ***
*********AT CHEVROLET OF JERSEY CITY*********
WE ARE TOTALLY COMMITTED TO OUR CUSTOMERS
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT TOM WILKOS SERVICE MANAGER

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-01-17	15:07	16:37	1.50	W	6058	A	
05-02-17	08:50	11:36	2.77	W	6058	A	

COST, SALE, & COMP TOTALS 115983 0

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CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	406.74
PARTS AMOUNT	373.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	380.00
MISC. CHARGES	0.00
TOTAL CHARGES	1159.83
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1159.83

PE18-012

GM

3-27-2019

Q3

Matthew Thomas (C)

From: Matthew Thomas (C)
Sent: Thursday, May 18, 2017 4:15 PM
To: 'Tom Wilkos'
Subject: Pre-Repair Authorization ID for payment using labor op 0600006

Tom,

Upon receipt of this pre-authorization for the above listed claim for payment, please verify that the information listed below is correct. Please make sure that it is the correct customer, VIN, mileage, BAC, Job Card#, Job Card close date and dollar amount.

If everything is correct, please submit a "Pre Authorization Claim" (NOT a GM Authorization claim). The system will then prompt the Service Agent to enter the Pre-Repair Authorization ID and list all of the associated part numbers, labor hours, and other expenses that may have been approved. Please utilize the appropriate Net item types as applicable (Car Rental/Hire, Towing, Sublet, etc). The pre-authorization # is listed below. If this claim rejects, please contact the Warranty Support Center at 1-866-446-5900.

Servicing Dealer BAC 168[redacted]
Dealer Contact Tom Wilkos
Dealer Email twilkos@chevyofjerseycity.com
Dealer Fax 201-434-1590
Job Card number [redacted]
Job Card Date 5-1-2017
VIN 3GCUKREC9GG[redacted]
Odometer 18,454

Labor Op 0600006
Labor Time (hrs) estimate 3.50
Dealer's mechanical warranty rate per hour 116.21
Total Labor Estimate 406.74
Parts total 373.09
Car Rental/Hire (if applicable) 380.00
Sublet (if applicable) n/a
Claim total 1159.83

Claim total before taxes: $1159.83

Customer Compliant Category:09
Complaint Code: 0090
Description: No customer complaint-Other issues
Cause Code:9090
Description: Other-Field Action/Tech Bulletin
Correction Description: Repair Vehicle

Pre Authorization ID: 368962200000

If you have any other questions, please contact Matthew

Matthew Thomas
Product Assistance Claims Department
Business Resource Center
General Motors
Matthew.3.Thomas@gm.com

Tel: 866-790-5600 ext 5921603
Fax: 586-920-0714

PE18-012

GM

3-27-2019

Q3

Customer Invoice

DITMAS FLEET SYSTEMS
DITMAS FLEET SYSTEMS
928 DITMAS AVE
BROOKLYN, NY 11218
PH: (718) 633-2500
FAX: (718) 633-6359

Date :05/11/2017

Invoice Date: 05/11/2017

[redacted]

BKLYN, NY 11210
PH: 1
License Information :
[redacted]
NY 07/30/2021
RO Number :
PO Number :
Agreement Number : [redacted]

[redacted]

Vehicle Number	Vehicle Type	Vehicle Plate	Date Rented	Date Returned
[redacted]	2012 DODGE GRAND CARAVAN	[redacted]	04/24/2017 01:30 PM	05/01/2017 10:34 AM

0	Day(s) @	$69.99	=	$0.00	0	Day(s) @	$0.00	=	$0.00
0	Day(s) @	$0.00	=	$0.00	0	Weekend @	$0.00	=	$0.00
0	Day(s) @	$0.00	=	$0.00	1	Week(s) @	$335.00	=	$335.00
0	Day(s) @	$0.00	=	$0.00	0	Month(s) @	$0.00	=	$0.00

Rental Period : 7 day(s)

STATEMENT OF CHARGES

Rate Charge :	$335.00	Interest Charge :	$0.00
Mi/Km Charge :	$0.00	Subtotal :	$335.00
Late Charge :	$0.00	NYS SALES TAX 8.875%	$29.73
Surcharge Charge :	$0.00	SPECIAL TAX 6%	$20.10
Fuel Charge :	$0.00	MCTD TAX 5%	$16.75
Damage Waiver :	$0.00		$0.00
Personal Insurance :	$0.00		$0.00
Liability Insurance :	$0.00		
Additional Driver :	$0.00	Total Charges :	$401.58
Under Age :	$0.00	Company Authorized :	
Out of Area :	$0.00		$0.00
Foreign Drop :	$0.00	Driver Payments :	$401.58
Other Charges :	$0.00	Net Due From Driver :	$0.00

Please Make Check Payable To and Remit To :

DITMAS FLEET SYSTEMS
928 DITMAS AVE

BROOKLYN, NY 11218

DUE UPON RECEIPT

Agreement Number : [redacted]

Please Pay This Amount : $0.00

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

CHEVROLET of JERSEY CITY
905 COMMUNIPAW AVE. JERSEY CITY, NJ 07304
TEL (201) 433-9500 MAIN · FAX (201) 434-1590
(201) 793-4270 Service
www.chevroletofjerseycity.com

BUS: CELL: SERVICE ADVISOR: 9030 LYNN SIMO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
BK	16	CHEVROLET SILVERADO	3GCUKREC9GG[redacted]	[redacted]	18454/18454	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.		PO NO.	RATE	PAYMENT	INV. DATE
12DEC15 DL					0.00	CASH	02MAY17

R.O. OPENED	READY	OPTIONS: ENG:5.3_Liter_SIDI
01MAY17	02MAY17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A C/S WHILE STEPPING ON THE BRAKE IT GETS HARD CAN'T STOP			
CAUSE: E			
4023850 VACUUM PUMP ASSEMBLY REPLACEMENT			
6058WPT94 1.50		174.32	174.32
1 12669488 (S)PUMP	242.13	193.70	193.70
1 12658179 (S)BELT	66.05	60.24	60.24
1 12658178 (S)BELT KIT	75.71	60.56	60.56
1 23135228 (S)PIPE	73.24	58.59	58.59
DIAG ADD TIME TO COMPLETE WORK SHEET SUPPLIED			
6058WPT94 2.00		232.42	232.42

37309 TPARTS
40674 TLABOR

****

***THANK YOU FOR SERVICING YOUR VEHICLE ***
*********AT CHEVROLET OF JERSEY CITY*********
WE ARE TOTALLY COMMITTED TO OUR CUSTOMERS
IF YOU ARE NOT COMPLETELY SATISFIED PLEASE
CONTACT TOM WILKOS SERVICE MANAGER

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-01-17	15:07	16:37	1.50	W	6058	A	
05-02-17	08:50	11:36	2.77	W	6058	A	

+ Rental

COST, SALE, & COMP TOTALS 77983 0

IMPORTANT WARRANTY INFORMATION

THE REPAIR FACILITY GUARANTEES THE LABOR USED IN PERFORMING THE REPAIRS LISTED ON THIS REPAIR ORDER FOR A PERIOD OF 12 MONTHS OR 12,000 MILES (WHICHEVER COMES FIRST) FROM THE DATE SUCH REPAIRS WERE COMPLETED. THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES: FRONT END ALIGNMENTS, ELECTRICAL WIRING AND SHORTS, AND FUEL SYSTEM - WHEN DUE TO CONTAMINATION. THIS LIMITED WARRANTY IS EXTENDED TO THE VEHICLE OWNER/CUSTOMER AND IS NOT TRANSFERRABLE TO, NOR ENFORCEABLE BY ANY OTHER PERSON. DURING THE DURATION PERIOD OF THIS LIMITED WARRANTY THE REPAIR FACILITY WILL PROVIDE ADDITIONAL LABOR, AT NO EXPENSE TO CUSTOMER, FOR ANY ADDITIONAL REPAIRS THAT ARE NECESSITATED AS A RESULT OF ANY DEFECT IN LABOR PERFORMED WHILE COMPLETING THE REPAIRS LISTED ON THE REPAIR ORDER. TO OBTAIN REPAIRS UNDER THIS LIMITED WARRANTY, CUSTOMER MUST: (A) NOTIFY THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER OF ANY DEFECT IN LABOR WITHIN A REASONABLE TIME AFTER CUSTOMER DISCOVERS OR SHOULD HAVE DISCOVERED ANY SUCH DEFECT. SUCH NOTICE, HOWEVER, MUST BE GIVEN TO THE FACILITY AS SPECIFIED ABOVE; (B) DELIVER THE VEHICLE TO THE REPAIR FACILITY AT THE ADDRESS SHOWN ON THIS REPAIR ORDER WITHIN (5) DAYS OF NOTICE OF SUCH DEFECT IN LABOR; (C) AUTHORIZE THE REPAIR FACILITY TO MAKE THE REPAIRS REQUIRED; (D) PAY THE CHARGES FOR ANY ADDITIONAL PARTS REQUIRED TOGETHER WITH APPLICABLE SALES TAX UPON COMPLETION OF SUCH REPAIRS. ALL IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION PERIOD OF THIS LIMITED WARRANTY. UNDER NO CIRCUMSTANCES WILL THE REPAIR FACILITY BE LIABLE TO CUSTOMER FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING, BUT NOT LIMITED TO: DAMAGES FOR LOSS OF PROPERTY, LOSS OF VEHICLE USE, LOSS OF TIME, LOSS OF INCOME AND PROFITS, INCONVENIENCE OR COMMERCIAL LOSS.
THIS PART(S) IS SOLD "AS IS". THE ONLY WARRANTIES IMPLYING TO THIS PART(S) ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER(S). THE SELLING DEALER HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF THIS PART(S) AND/OR SERVICE. BUYER SHALL NOT BE ENTITLED TO RECOVER FROM THE SELLING DEALER ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES. IN ADDITION, EXPRESSLY EXCLUDED IS ANY DEALER LIABILITY FOR DEFECTS PERTAINING TO SAFETY OR PERFORMANCE BY

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

DESCRIPTION	TOTALS
LABOR AMOUNT	406.74
PARTS AMOUNT	373.09
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	779.83
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	779.83

Following the inspection, summarize all relevant facts and observations:

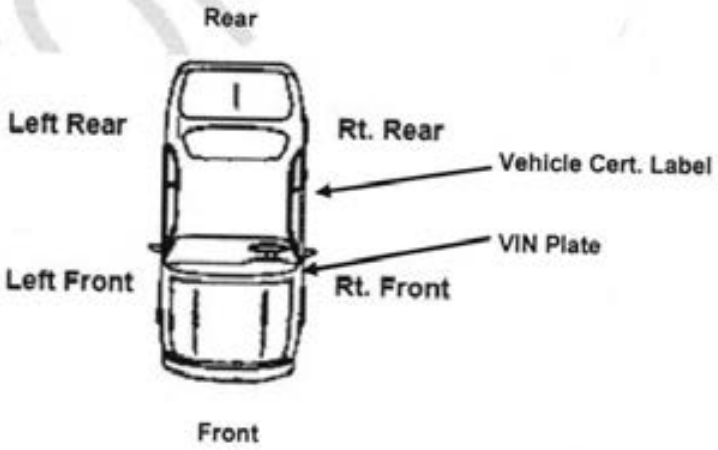
After one Brake Apply Pedal Got Hard
Low Vacuum to Brake Booster Vacuum Spec 27 in HG
Had no Measurable Vacuum at Brake Booster Hose
or at Vaccuum Pump Vaccuum Pump Faulty

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

- When performing Airbag repairs – please confirm if the SDM &/or other SIR components **should** or **should not** be **replaced.** If B0052, is present, GM Service Information provides that answer under the conditions for clearing the DTC.
- Ensure all collaterally damaged components are included in your repair estimate prior to submission.

MINIMUM REQUIRED PHOTO LOG AND PHOTOS must include:

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



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

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DI002 Dealer Brake / ABS System Preliminary Report

Section 1 VEHICLE INFORMATION

Customer's First & Last Name:	[redacted]	Customer Phone:	[redacted]
Year/Make:	2016 Chevrolet	Case Number:	[redacted]
VIN:	3GCUKREC9GG[redacted]	Dealership contact (Service Manager/Director)	
Model:	Silverado	Dealership / (Service Manager/Director) Phone #	
Mileage:		Dealer City/ST	Jersey City, NJ
Dlr. BAC & Name	BAC 168[redacted] Chevrolet of Jersey City	Warranty Rate:	

Section 2 INSPECTION SUMMARY

Customer Statement of Incident:

Customer's Allegation: The first time my brakes went out was on 04/19, Wednesday. I was attempting to park on E 31st between Ave I and J in Brooklyn, NY, at my job. I went from DRIVE to REVERSE and started to back up into the spot. I let go of the gas and pumped my brake; it felt like I had hit something hard and it continued to roll, although my foot was pressing the brake. I engaged the emergency brake and eventually it stopped. We called CAC and they directed me to a dealer in Staten Island. They kept the car a few days and could not duplicate the concern. I took the car to my independent mechanic and he said something was wrong with the EBS system. Leaving the shop was not a problem. When I got back to my job site on E 31st, I was reversing into a spot again and this time I almost hit a pedestrian since the brakes did not stop the vehicle. Luckily, he was able to jump out of the way.

Customer Allegation of Defect:

Brake Allegation

Section 3 VEHICLE / SYSTEM INSPECTION

---Note---

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

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

DTC	Symptom	Module	Description	Current	History
C025E	58	EBCM	Booster Booster VACUUM Sensor Not Plausible		✓
B1380	04	BCM	Control Module Accessory Circuit Opt	✓	

VEHICLE MODIFICATIONS / ALTERATIONS:

Are there any vehicle modifications or alterations present, and has any after-market equipment been installed?

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

If yes, describe, and capture photos: EMERGENCY LIGHTS

Does the vehicle have?

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

Turn on the ignition key and note the following:

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

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

✓	Full	✓	Clear	✓	Normal Smell		Other:

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

Describe: NONE

If the engine will run:

Deplete the booster vacuum by pumping the brake pedal three or four times and then start the engine with your foot on the brake pedal. Note the pedal behaviour:

	Dropped		Moved Up	✓	No Change

Turn the engine off and record the number of pedal applies required to deplete the booster: 1

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

Remove the wheels and inspect the front / rear brake:

Any calliper/wheel cylinder corrosion?		Yes	✓	No	Describe:
Any rotor/drum corrosion?		Yes	✓	No	Describe:
Any rotor/drum grooving?		Yes	✓	No	Describe:
Any rotor/drum irregularities?		Yes	✓	No	Describe:
Any lining corrosion evident?		Yes	✓	No	Describe:
Any signs of overheating?		Yes	✓	No	Describe:

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

	RF Inner	RF Outer	LF Inner	LF Outer	RR Inner	RR Outer	LR Inner	LR Outer
Red								
Yellow	5		6 mm		5	6	5	3

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Green									
		7	0	7 mm					

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

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

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

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

Comments:

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

Does the brake system hold the vehicle stationary? [✓] Yes [ ] No

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

Comments:

TIRE AND WHEEL INSPECTION - Photograph any tire damage:

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

	Tire Brand (Goodyear)	Tire Type / Style (M&S or Run Flat)	Tire Size (P225/55/17)	Tire Pressure (PSI)	Avg. Tread Depth (?/32 ")
LF	BRIDGESTONE	DUELER A/T	285 45R22	37	10/32
RF	11	11	11	36.5	11/32
LR	11	11	11	37.5	10/32
RR	11	11	11	37.5	10/32

Specific test requests:

➢ **INSERT HERE ANY SPECIFICLY REQUESTED TESTING:**

Describe below any testing performed and provide the specific voltage, amps, ohm readings etc. Also detail all relevant information.

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PE18-012

GM

3-27-2019

Q3

United States Postal Service®

CERTIFIED MAIL™

neopost

04/12/2017

US POSTAGE

$05.26⁰

ZIP 35124

041L11244948

RECEIVED APR 27 2017

RETURN RECEIPT REQUESTED ELECTRONICALLY

Lemon Law Group Partners PLC
2775 Sunny Isles Boulevard Suite 150
North Miami Beach FL 33160

[redacted]

00000010 0.460

CM-wSig
00000010

CM-0623-8569.01

GENERAL MOTORS LLC
PO BOX 33170
DETROIT MI 48232-5170

[redacted]

LEMON LAW GROUP PARTNERS PLC

Attorneys and Counselors at Law
314 North Cedar Street
Summerville, SC 29483

Telephone (888) 415-0610
Facsimile (888) 809-7010
Email: info@lemonlawgrouppartners.com

April 11, 2017

General Motors LLC
P.O. Box 33170
Detroit, MI 48232

Re: [redacted]
Vehicle: 2016 GMC Yukon
VIN: 1GKS2BKC4GR[redacted]

Dear Sir/Madam:

Please be advised that this law firm represents the legal interests of [redacted] relating to the purchase of the above-mentioned vehicle. Let this letter serve as notification that you immediately cease and desist all communications with our client. The only exception is the dealership may communicate with the client is reference to future repairs. Moreover, if you make any attempts to settle with our client without including all statutory relief, including all damages attorney fees and costs the consumer is entitled to, we may file suit against you. This letter hereby notifies you of our attorney's lien with respect to our client.

Please let this letter also serve as notification that our client's vehicle is defective. The vehicle has been brought in for repairs several times for numerous defects and although you have been afforded sufficient opportunities for repairs, the defects continue to exist and substantially impair the use and value and/or safety of the vehicle. If you are interested in any further repairs pursuant to the Lemon Law you must contact me immediately. Our client demands that you immediately take action as required by law.

This letter shall also serve as our client's Revocation of Acceptance pursuant to the Uniform Commercial Code § 2608 and notice of defect under the Lemon Law. Due to the serious defects with the Vehicle since its purchase, our client hereby demands a return of the full purchase price along with all interest paid on the finance note as well as attorney fees and incidental and consequential damages within 10 days of receipt of this letter to settle this matter prior to filing a lawsuit.

Please be advised that if you do not adhere to our demands within 10 days, our client has instructed me to file a lawsuit against you asserting claims that include, but in no way are limited to, breach of warranties, both express and implied, violation of the Magnuson Moss Warranty Act, violation of the Lemon Law, revocation of acceptance, and common law breach of contract. Please direct all future communication to my attention.

Respectfully submitted,

LEMON LAW GROUP PARTNERS PLC
By: s/n Jeffrey M. Shreiber
Attorney for Plaintiff

CC: Baker GMC

[redacted]

CaseMail ID: [redacted]

PE18-012

GM

3-27-2019

Q3

CONFIDENTIAL INADMISSIBLE AND FOR SETTLEMENT PURPOSES ONLY PURSUANT TO RULES OF EVIDENCE

Â

Re:Â [redacted]

Â Â Â Â Â Vehicle: 2016 GMC Yukon

Â Â Â Â Â VIN:Â 1GKS2BKC4GR[redacted]

Â

Dear Ms. Juarez:

Â

Attached please find a copy of our client's repair orders , car registration and purchase agreement.

Â

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.

Sincerely,Â

--

Sherri ThomasÂ Â

Paralegal

Lemon Law Group Partners PLC
Case Manager
Phone: (888) 415-0610 Ext. 121
Fax: (888) 809-7010

sherrit@lemonlawgrouppartners.com

LEMON LAW GROUP
PARTNERS PLC

STATE OF NORTH CAROLINA
REGISTRATION CARD

NC LIC NUMBER	PLT EXP DATE	INSPECTION DUE
[redacted]	03/31/2018	01/31/2018

VEHICLE ID #		GROSS WT
1GKS2BKC4GR[redacted]		
MAKE/SERIES		EQUIP #
GMC	[redacted]	

SHIPPING WEIGHT	STYLE	YEAR	FUEL	TOTAL FEE
	MP	2016	G	36.00

CLASSIFICATION	VEHICLE BRAND
PRIVATE/PASS VEH	

CUSTOMER ID # OWNER 1	CUSTOMER ID # OWNER 2	COUNTY
[redacted]		JACKS

[redacted]
PO BOX 22
WEBSTER NC 28788-0022

109 - INTEGON NATIONAL INS CO
INSURANCE COMPANY AUTHORIZED IN NC

[redacted]
POLICY NUMBER

[redacted]
1GKS2BKC4GR[redacted]

NC DIVISION OF MOTOR VEHICLES
RECEIPT OF FEES PAID

[redacted]

License	36.00
Prop.Tax	152.40
TOTAL	188.40

Appraised Value: $41,190.00
Appeal Deadline: 03/17/2017
Jackson County Tax Assessors office
828-586-7541

Taxing Unit	Tax Rate	Amount
JACKSON	0.370000	152.40

Total Property Tax 152.40
920 01/31/2017 T1M0831
CREDIT AUTH CODE: 729660

[redacted]

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mountain CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KI

		VIN	LICENSE	MILEAGE IN / OUT
16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV.
01MAR17 IS 01MAR17 DD			18:00 24MAR17			CASH	03APR1

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
15:41 24MAR17	11:19 03APR17	

LINE OPCODE TECH TYPE HOURS LIST NET TOT

A CUSTOMER STATES THAT WHILE IN LINE AND USING BRAKE PEDAL THE PEDAL GOT HARD HARD AND WASNT APLLYING THE BRAKES AT THE ROTORS

CAUSE: .

01 GENERAL MAINTENANCE
52970 W
1 12669488 (S) PUMP (N/
1 12658179 (S) BELT (N/
1 12658178 (S) BELT KIT (N/
(N/

FC: PART#: 12669488 COUNT: 1
CLAIM TYPE:
AUTH CODE:

34336 VACUUME PUMP CONTACTED TAC AFTER TEST DRIVING AND COULD NOT DUPLICATE, THERE ARE NO DTCs STORED AT THIS TIME EITHER. CASE NUMBER [redacted] WHERE I WAS INSTRUCTED TO TEST ENGINE VACUUM AT PUMP ON AN COLD START AND INSPECTED FOR EXCESSIVE OIL DEPOSITS. NO OIL DEPOSITS ARE FOUND. COLD ENGINE VACUUM IS 27 IN POUNDS AND WAS NOT 27 INCH POUNDS AS DIRECTED BY TAC, TAC ADVISED IF LESS THAN 27 INCH POUNDS TO REPLACED PUMP. REPLACED VACUUMED PUMP AND BOTH BELTS AND TEST DROVE NORMAL CONDITION FOUND AT THIS TIME

****

Jacky Jones Chevy Buick GMC Murphy, NC
Jacky Jones Chrysler Dodge Jeep Hayesville, NC
Jacky Jones Lincoln Mercury Gainesville, GA
Smoky Mountain Chevrolet Franklin, NC

"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. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL

DESCRIPTION	TOTAL
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me BAKER BUICK GMC CADILLAC
(Seller) (Dealer Retail Tax #)

1621 SAVANNAH HWY CHARLESTON, SC 29407
(Address)

who being duly sworn, deposes and says that on the 23RD day of DEC 20 1[illegible]

he sold the following motor vehicle: Make GMC Model YUKON

Year 2016 Identification (Serial) No. 1GKS2BKC4GR[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted] [redacted] [redacted] [redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder BANK OF AMERICA, N.A. Amount 0

Address PO BOX 2759 JACKSONVILLE FL 32203 Date 23 DEC 2015

I certify that the odometer now reads 10 (no tenths) miles and to the best of my knowledge that it
the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in ex
its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREI

Federal law (and State law, if applicable) requires that you state the mileage upon transfer of ownership. Failure to c
or providing a false statement may result in fines and/or imprisonment.

(Signature of Seller)

BAKER BUICK GMC CADILLAC
[redacted] t Seller's Name)

(Signature of Buyer)

[redacted]
(Print Buyer's Name)

Property Tax Section

Check One:

____ Purchase License Plate

D.L. Number____

License Plate Issued____

[redacted] ate

Signature of Buyer if purchasing plates

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

DEAL# 17775
STK# 63540

Dealer Number _____ Contract Number _____

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	BAKER BUICK GMC CADILLAC 1821 SAVANNAH HWY CHARLESTON, SC 29407

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	GMC YUKON	1GKS2BKC4G[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

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 $ 0.00 is
2.99 %	$ 6771.79	$ 68445.46	$ 75218.25	$ 75218.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	1002.91	Monthly beginning 02/06/2016
N/A	N/A	
N/A	N/A	

Or As Follows:

Late Charge. If a 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, with a minimum charge of $7.20. The charge will not exceed $18.00 if you bought the vehicle primarily for personal, family, or household use. We may charge the maximum and minimum late charge dollar amounts as allowed by S.C. Code Ann. 37-1-109 of the South Carolina Consumer Protection Code.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 1312.97 sales tax and $ 498.00 closing fee) $ 65671.97 (1)

2 Total Downpayment =

Trade-in 2015 MINI (Year) (Make) (Model)

Gross Trade-In Allowance	$ 24250.00
Less Pay Off Made By Seller	$ 26985.49
Equals Net Trade In	$ -2735.49
+ Cash	$ N/A
+ Other N/A	$ N/A
(If total downpayment is negative, enter "0" and see 4I below)	$ 0.00 (2)

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit unless you are indicating Vendor's Single Interest Insurance is required is checked. If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐

Premium:
Credit Life $ N/A
Credit Disability $ N/A
Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST.
Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you choose this insurance, the cost is shown in 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments due. 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 below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Insurance Company Name N/A

Gross Trade-In Allowance	$	
Less Pay Off Made By Seller	$	
Equals Net Trade-In	$	
+ Cash	$	
+ Other	$	
(If total down payment is negative, enter "0" and see 4I below)	$	(2)
3 Unpaid Balance of Cash Price (1 minus 2)	$	(3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life	$	
Disability	$	
B Vendor's Single Interest Insurance Paid to Insurance Company	$	
C Other Optional Insurance Paid to Insurance Company or Companies	$	
D Optional Gap Contract	$	
E Official Fees Paid to Government Agencies		
to	for	$
to	for	$
to	for	$
F Government Taxes Not Included in Cash Price	$	
G Government License and/or Registration Fees		
TAXES	$	
H Government Certificate of Title Fee	$	
I Other Charges (Seller must identify who is paid and reason for payment)		
to	for Prior Credit or Lease Balance	$
to	for	$
to	for	$
to	for	$
to	for	$
to	for	$
to	for	$
to	for	$
to	for	$
Total Other Charges and Amounts Paid to Others on Your Behalf		$ (4)
5 Amount Financed (3 + 4)		$ (5)

Other Optional Insurance

☐ N/A
Type of Insurance
Premium $ N/A
Insurance Company Name N/A
Home Office Address N/A

☐ N/A
Type of Insurance
Premium $
Insurance Company Name N/A
Home Office Address N/A

Other optional insurance is not required to o
Your decision to buy or not buy other optiona
will not be a factor in the credit approval pro
not be provided unless you sign and agree
extra cost.

I want the optional credit insurance and other
checked above

X
Buyer Signature

X
Co-Buyer Signature

☐ IF CHECKED, THE TERM OF OPTIONA
INSURANCE IS LESS THAN THE TERM
CONTRACT, AS DESCRIBED ABOVE.

X N/A
Buyer Signature

THIS INSURANCE DOES NOT
INSURANCE ON YOUR LIABILI
BODILY INJURY OR PROPERTY DA

Returned Check Charge: You agree to pay
$ if any check you give us is dishonored

OPTION: ☐ You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use:
If a payment is not received in full within ____ days after it is due, you will pay a late charge of $ ____ or ____% of the payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-in-Lending Disclosures" still applies.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This Insurance protect your interest in the vehicle. You may choose the insurance company through which the VSI is obtained. If you elect to purchase VSI insurance the Creditor, the cost of this insurance is $ ____ and is also shown in Item 4B of the Itemization of Amount Financed. This coverage is for the of the contract.

OPTIONAL GAP CONTRACT: A gap contract cancels or waives all or part of your debt if your vehicle is lost or totaled. You may be required to buy this gap contract. The charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions of coverage. This is a part of this c

Term ____ Mos N/A
Name of Gap Contract

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.
If a payment is not received in full within _____ days after it is due, you will pay a late charge of $_____ or _____% of the p
payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial te
contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance
protect your interest in the vehicle. **You may choose the insurance company through which the VSI is obtained.** If you elect to purchase VSI insuranc
the Creditor, the cost of this insurance is $ _____ and is also shown in item 4B of the Itemization of Amount Financed. The coverage is for the l
of the contract.

To buy a gap contract, the Buyer's Down Payment in item 4C of the Itemization of Amount Financed must be at least the amount shown. You must sign below and agree to pay the extra charge. See your gap contract for details on the terms and conditions it provides. It is a part of this co

Term N/A Mos. N/A Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this co you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply b you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this co and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the [redacted] ou and us relating to this contract. Any change to this contract must b and we must sign it. No oral changes are binding. Buyer Signs X _____ Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We ma [redacted] cing any of our rights under this contract without losing them. For e may extend the time for making some payments without extending the time for making others.
See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at t you sign. Keep it to protect your legal rights.

You agree to the terms of this contract. You confirm that before you signed this contract, we gave it to you, and y free to take it and review it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs X [redacted] Date 12/23/15 Co-Buyer Signs X N/A Date N/A

Co-Buyers and Oth [redacted] person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the 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 signs here X _____ Address _____
Seller signs BAKER BUICK GMC CADILLAC Date 12/23/15 By X _____ Title _____

Seller assigns its interest in this contract to BANK OF AMERICA, N.A. (Assignee) under the terms of Seller's agreement(s) w

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited r

BAKER BUICK GMC CADILLAC
Seller By Title

FORM NO. 553-SC (REV. 3/15) U.S. PATENT NO. D460,782
©2014 The Reynolds and Reynolds Company TO ORDER: www.rrdonnelley.com; 1-800-344-0008, fax 1-800-524-3655
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUSTOMER/TRUTH IN LENDING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mount
CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KIN

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34136/34136

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
01MAR17 IS							
01MAR17 DD			WAIT 01MAR17			CASH	10MAR1

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
14:34 01MAR17	09:44 10MAR17	

LINE OPCODE TECH TYPE HOURS LIST NET TOT

A CUSTOMER STATES THAT THERE IS A CLICKING SOUND IN THE STEERING COLUMN
THAT YOU CAN FEEL AND HEAR

CAUSE: .

01 GENERAL MAINTENANCE

52970 W

1 26055299 (S)SPRING (N/

1 15231641 (S)SEAT (N/

1 26001827 (S)BEARING KIT (N/

34136

TEST DROVE FOUND VERY INTERMITTENT POP NOISE AT TIMES WHEN DRIVING AND TURING LEFT, ATTEMPTED TO DIAGNOSE BUT NOISE IS VERY HARD TO TRACE DUE TO THE FREQUENCY THAT THE NOISE DOES NOT OCCUR. DURING DIAGNOSTICS FOUND PIT5452A FOR A SIMILAR CONDITION FOUND VERY SLIGHT PLAY IN UPPER BEARING, NEED TO REPLACE UPPER BEARING AND RACE AS PER PI AND REEVALUATE THE CONDITION. REPLACED UPPER COLUMN BEARING RACE AS PER PI AND ROAD TESTED CONDITION CORRECTED

7480168 .9

****

B 27 POINT INSPECTION ATTACH A SHEET IF NOT WITH RO TECH AND WRITERS RESPONSIBLE

01CVZ04 27 POINT INSPECTION ATTACH A SHEET IF NOT WITH RO TECH AND WRITERS RESPONSIBLE

52970 IPS (N/

34136

PERFORMED 24 PT VEHICLE INSPECTION NOTING TIRE WEAR AND BRAKE WEAR AND TIRE PRESSURES.

ANY NEEDED SERVICE QUOTED SEPARATELY

****

C** CUSTOMER STATES WAS IN A DRIVE THRU CREEPING SLOW WHEN BRAKES STARTED MAKING A GRINDING TYPE NOISE. BRAKES GOT VERY HARD AND COULD NT PUSH THEM DOWN. FEW MIN LATER HAPPENED AGAIN AND SERVICE BRAKE ASS LIGHT CAME OMN

CAUSE: .

01 GENERAL MAINTENANCE

"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. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL

DESCRIPTION	TOTAL
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Smoky Mountain CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34136/34136

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D.
01MAR17 IS 01MAR17 DE			WAIT 01MAR17			CASH	10MAR1

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
14:34 01MAR17	09:44 10MAR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOT.
	52970		W				(N/
1	23135228		(S)PIPE				(N/

34136 BRAKE BOOSTER SWITCH
TEST DROVE AND FOUND INTERMITTENT BRAKE LAMP ON IPC FOUND DTC C0299
FOR BRAKE BOOSTER VACUUM SWITCH TESTED SYSTEM AND FOUND INTERNAL OPEN
WITH IN BRAKE SWITCH. BRAKE BOOSTER VACUUM SWITCH NEEDS REPLACED TO
CORRECT. REPLACED BRAKE VACUUM SWITCH AND ROAD TESTED CONDITION
CORRECTED
2441500 .2

****

"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. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL

DESCRIPTION	TOTAL
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.
SUBLET AMOUNT	

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mount
CHEVROLET
71 Cat Creek Rd. • Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 56464 SHERRY ANN CONWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34257/34257

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
01MAR17 IS 01MAR17 DD			18:00 13MAR17			CASH	23MAR1

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_Liter_SIDI
17:35 13MAR17	15:25 23MAR17	

LINE OPCODE TECH TYPE HOURS LIST NET TOT

A CUSTOMER STATES VEHICLE WOULD NOT STOP TRIED TO PULL EMERGENCY BRAKE
HAD TO THROW VEHICLE IN PARK TO GET IT TO STOP
CAUSE:
01 GENERAL MAINTENANCE
52970 W
1 23135220 (S)BOOSTER (N/
(N/
FC: PART#: 23135220 COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

34257 C0299 BRAKE BOOSTER FOUND DTC C0299 FOR LARGE VACUUM LEAK IN BRAKE SYSTEM, TESTED OPERATION FOUND BRAKES TO OPERATE NORMALLY AND FOUND NO VACUUM LEAKS, CONTACTED TAC [redacted] WHERE I WAS INSTRUCTED THAT BRAKED CAN HAVE STIFF AT TIMES DUE TO DESIGN OF BRAKE SYSTEM AND THAT A SLIGHT FIRM PEDAL IS CONSIDERED NORMAL FROM TIME TO TO TIME IN HEAVY TRAFFIC, BUT TAC ADVISED TO ALSO REPLACE THE BRAKE BOOSTER REPLACED BRAKE BOOSTER AND ROAD TESTED CONDITION CORRECTED
****

B 27 POINT INSPECTION ATTACH A SHEET IF NOT WITH RO TECH AND WRITERS RESPONSIBLE
01CVZ04 27 POINT INSPECTION ATTACH A SHEET IF NOT WITH RO TECH AND WRITERS RESPONSIBLE
52970 CPRT 0.00 0.

34257
PERFORMED 24 PT VEHICLE INSPECTION NOTING TIRE WEAR AND BRAKE WEAR AND TIRE PRESSURES.
ANY NEEDED SERVICE QUOTED SEPARATELY
****

"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. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the necessary material and agree that you are not responsible for loss or damage

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL

DESCRIPTION	TOTAL
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.
SUBLET AMOUNT	0

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mount
CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KIN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. D
01MAR17 IS 01MAR17 DL			18:00 24MAR17			CASH	03APR1

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
15:41 24MAR17	11:19 03APR17	

LINE OPCODE TECH TYPE HOURS LIST NET TOT

A CUSTOMER STATES THAT WHILE IN LINE AND USING BRAKE PEDAL THE PEDAL GOT HARD HARD AND WASNT APLLYING THE BRAKES AT THE ROTORS

CAUSE: .

01 GENERAL MAINTENANCE

52970 N

1	12669488	(S)PUMP	(N/
1	12658179	(S)BELT	(N/
1	12658178	(S)BELT KIT	(N/

FC: PART#: 12669488 COUNT: 1

CLAIM TYPE:

AUTH CODE:

34336 VACUUME PUMP CONTACTED TAC AFTER TEST DRIVING AND COULD NOT DUPLICATE. THERE ARE NO DTCs STORED AT THIS TIME EITHER. CASE NUMBER [redacted] WHERE I WAS INSTRUCTED TO TEST ENGINE VACUUM AT PUMP ON AN COLD START AND INSPECTED FOR EXCESSIVE OIL DEPOSITS. NO OIL DEPOSITS ARE FOUND. COLD ENGINE VACUUM IS 23 IN POUNDS AND WAS NOT 27 INCH POUNDS AS DIRECTED BY TAC, TAC ADVISED IF LESS THAN 27 INCH POUNDS TO REPLACED PUMP. REPLACED VACUUMED PUMP AND BOTH BELTS AND TEST DROVE NORMAL CONDITION FOUND AT THIS TIME

****

Jacky Jones Chevy Buick GMC Murphy, NC
Jacky Jones Chrysler Dodge Jeep Hayesville, NC
Jacky Jones Lincoln Mercury Sylva, NC
Smoky Mountain Chevrolet Franklin, NC

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TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

"I hereby authorize the repair work hereinafter set forth to be done along with the

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL

DESCRIPTION	TOTAL
LABOR AMOUNT	0.
PARTS AMOUNT	0.
GAS, OIL, LUBE	0.

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

Harry's On the Hill
Integrity comes standard.
819 Patton Ave. * Phone (828) 252-3821
ASHEVILLE, NC 28806
www.harrysonthehill.com

SERVICE ADVISOR: 227 CASS KUNST

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]	DMA4162	7465/7465	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			WAIT 22FEB16			CASH	22FEB16

R.O. OPENED	READY	OPTIONS:
15:04 22FEB16	16:27 22FEB16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CHANGE ENGINE OIL AND FILTER AND ROTATE TIRES MAINTENANCE			
CAUSE: GMC MAINTENANCE			
0600743 CHANGE ENGINE OIL AND FILTER AND ROTATE TIRES MAINTENANCE			
19 WG94			
1 19330000 (S)FILTER			(N/C)
8 19259487 OIL			(N/C)
**********			(N/C)
B FREE GOODWRENCH MULTI-POINT VEHICLE INSPECTION			
27P FREE GOODWRENCH MULTI-POINT VEHICLE INSPECTION			
19 CCT	0.00	0.00	
**********			

****
THE 10% CHARGE ADDED IN THE MISC. CHARGE SECTION IN THE TOTAL REPRESENTS COSTS/PROFITS TO THE MOTOR VEHICLE FACILITY FOR SHOP SUPPLIES AND/OR WASTE DISPOSAL AND DOES NOT APPLY TO ANY BODY SHOP REPAIRS**********

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

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

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

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 2

Harry's On the Hill
Integrity comes standard.
819 Patton Ave. * Phone (828) 252-3821
ASHEVILLE, NC 28806
www.harrysonthehill.com

SERVICE ADVISOR: 227 KUNST, CASS

CLERK	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]	DMA4162	7465/	[redacted]

DEL DATE	PROMISED	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN16 DD			** WAITER **			CASH	

R.O. OPENED	READY
22FEB2016 15:04	

OPTIONS:

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	0680743			CHANGE ENGINE OIL AND FILTER AND ROTATE TIRES
				MAINTENANCE

#19

A [redacted] CGC ENG COMBINATION MULTI-POINT VEHICLE INSPECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF / ON
0.6		19[redacted]	0.6	2-22-16

LOF

Customer Waiting

- ☒ FILL LEVEL
- ☐ ALL FLUIDS
- ☐ TIRE PRESSURE
- ☐ NEW STICKER
- ☐ RESET OIL LIFE
- TECH_____

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

AUT[redacted]

REVISED ESTIMATE (1)	55	22FEB	15:04	BY 227
REVISED ESTIMATE (2)				
REVISED ESTIMATE (3)				

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____

CUSTOMER SIGNATURE

PE18-012

GM

3-27-2019

Q3

[redacted] 1GKS2BKC4GR[redacted]

2016 GMC YUKON SLT WHITE O

16135 16135 00/00/00 00/00/00 NC

[redacted]

05/19/16

16:28
16:58
05/19/16

ZEB\71

CUSTOMER IS WAITING

(1) GM SCHEDULED MAINTENANCR PROGRAM
OIL CHANGE, TIRE ROTATION, MPVI
TOP OFF FLUIDS AND PSI IN ALL TIRES
COMPLETE

(Tech:37) G

0600743		T37	3	3	5.58
19330000	(FILTER)		1	RPS	6.02
19259487	(OIL)		8	MURR	38.40
Total Labor					5.58
Total Parts					44.42
Total Repair (Warranty)					50.00

$ 50.00
5/23/16

5.58	Labor		
44.42	Parts		
.00	Sublet		
.00	.00	Environmenta	.00
.00		Oil/Grease	
50.00		Sub Total	.00
.00	.00	Tax	
50.00		Total	.00

Job [redacted]

[redacted]

[redacted]

Warranty Copy

05-01-'17 09:52 FROM- T-590 P0001 F-950

Waynesville Automotive
Chevrolet • Buick

Waynesville Automotive Group, LLC
Chevrolet Buick
295 Hyatt Creek Road
Waynesville, NC 28786
Phone: (828) 452-2842
gmservice@waynesvilleauto.com
www.waynesvilleauto.com

SERVICE ORDER

R/O [redacted]	VIN 1GKS2BKC4GR [redacted]			DATE 05/19/16	
YEAR 2016	MAKE GMC	MODEL YUKON SLT	COLOR WHITE O	TIME 16:28 00:00	
MILES IN 16135	MILES OUT	FIRST USE 00/00/00 00/00/00	USE NC	PROM. WAITING	
SERVICE CONTRACT Expires:		H: [redacted]) -		WRITER ZEB\	

89 miles over 30 Day

(1) GM SCHEDULED MAINTENANCE PROGRAM (37) (55) (W)
OIL CHANGE, TIRE ROTATION, MPVI
TOP OFF FLUIDS AND PSI IN ALL TIRES

[redacted]

(2) PERFORM MULTI-POINT INSPECTION (C)

[redacted]

[redacted]

CUSTOMER WAITING

PROMISE TIME_____

Dealership Storage Fee:
Should I fail to pick up my vehicle within five working days after notification to retrieve the vehicle or that repairs have been completed, I will pay $15.00 storage fee for each additional day (weekends and holidays included) the vehicle remains at the shop.

ESTIMATE
BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.

INITIAL YOUR CHOICE
_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ NO ESTIMATE

Original Estimate
$_____
CUSTOMER ACCEPTANCE

Authorized Additions
$_____
Date _____
Time _____
By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer. ☐ DISCARD

R.O.	DATE	MILES	TECH TYPE	DESCRIPTION

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability of fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The product is sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE
I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, a charge will be imposed for disassembly, reassembly or partially completed work. Such charge will be directly related to the actual amount of labor or parts involved in the inspection, repair or service. Customer labor charges may be based on the complet[illegible] not the repair.

X [redacted]

[redacted]

[redacted] Job [redacted]

05-01-'17 09:52 FROM- T-590 P0002 F-950

View Vehicle Summary

This screen allows GMVIS 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).

Vehicle Information

VIN: 1GKS2BKC4GF[redacted]

Model: TK15706 - 2016 YUKON 1500 4WD

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

Required Field Actions

Open Field Actions are Listed First

Type	Number	Description	Release Date	Expiration Date	Status

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	Status
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	2016-03-15	
EI	PIE0360	Intermittent HVAC Cooling Issues During Driving	2016-03-15	

Related Repairs

Vehicle has no current record of related repair 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).

OnStar Equipped: Y

Onstar Status: Active

XM Equipped: Y **XM Radio ID:** BG3WG3M6 **XM Status:** Active

Applicable Warranties

Valid Warranties are Listed First

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
Applicable	Powertrain Limited Warranty	2015-12-26	9 M	2020-12-26	60009 M
Applicable	Bumper to Bumper Limited Warranty	2015-12-26	9 M	2018-12-26	36009 M
Applicable	GMC Scheduled Maintenance-2 visits	2015-12-26	9 M	2017-12-26	24009 M
Applicable	Corrosion Limited Warranty	2015-12-26	9 M	2021-12-26	100009 M
Applicable	Emission Select Component Ltd Wty	2015-12-26	9 M	2023-12-26	80009 M

[redacted]

05-01-'17 09:52 FROM- T-590 P0003 F-950

Service Contract

Vehicle has no current record of service contracts.

Transaction History

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labor Operation	Odometer Reading
2016-02-22	232387	ZREG		0600743 - GMC 2 Year Maintenance	7465 M
2015-11-05	A05689	ZPDI		0590072 - Pre-Delivery Inspection - Base Time	1 M

[redacted]

05-01-'17 09:53 FROM-

T-590 P0004 F-950

Waynesville Automotive
Chevrolet • Buick

Waynesville Automotive Group, LLC
Chevrolet Buick
285 Hyatt Creek Road
Waynesville, NC 28786
Phone: (828) 452-2842
gmservice@waynesvilleauto.com
www.waynesvilleauto.com

SERVICE ORDER

R/O [redacted] VIN 1GKS2BKC4GR[redacted]

YEAR	MAKE	MODEL	COLOR
2016	GMC	YUKON SLT	WHITE O

MILES IN	MILES OUT	FIRST USE	USE
23683		00/00/00 00/00/00	NC

SERVICE CONTRACT Expires:

[redacted]

DATE 08/31/16
TIME 11:06 00:00
FROM
WRITER ZEB\

(1) PERFORM DEXOS LUBE/OIL AND FILTER CHANGE (C) 41 26
CHECK AND TOP ALL FLUIDS
RESET REMINDERS
[redacted]

(2) ROTATE MOUNTED TIRES 36 41 40 39
CHECK AND RESET TIRE PRESSURES
RELEARN POSITION IF APPLICABLE
[redacted]

(3) PERFORM MULTI-POINT INSPECTION (C) 39
[redacted]

[redacted]

CUSTOMER WAITING

PROMISE TIME_____

Dealership Storage Fee:
Should I fail to pick up my vehicle within five working days after notification to retrieve the vehicle or that repairs have been completed, I will pay $15.00 storage fee for each additional day (weekends and holidays included) the vehicle remains at the shop.

ESTIMATE
BY LAW YOU HAVE THE RIGHT TO AN ESTIMATE OF THE EXPECTED COST OF REPAIRS OR SERVICES.

INITIAL YOUR CHOICE
_____ WRITTEN ESTIMATE
_____ ORAL ESTIMATE
_____ NO ESTIMATE

Original Estimate
$_____
CUSTOMER ACCEPTANCE

Authorized Additions
$_____
Date _____
Time _____
By _____

All parts are new or factory rebuilt unless specified otherwise. Replaced parts will be returned unless specified otherwise. Parts replaced under the manufacturers warranty are retained by the dealer for inspection by the manufacturer. ☐ DISCARD

R/O	DATE	MILES	TECH	TYPE	DESCRIPTION
[redacted]	05/19/2016	16135	35	C	PERFORM MULTI-POINT IN
	05/19/2016	16135	37	W	GM SCHEDULED MAINTENAN

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of said products. The products sold by the seller "As Is" and the entire risk as to quality and performance of the product is with the buyer and/or manufacturer. If the product proves to be defective after purchase, the buyer and/or manufacturer, not the seller, shall assume the entire cost of all necessary remedies.

TERMS: STRICTLY CASH UNLESS ARRANGED OTHERWISE
I hereby authorize the repair work herein set forth to be done by you along with the necessary parts and materials to be furnished by you 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 materials for any reason and that you neither assume nor authorize anyone to assume any liability in connection with such repair. 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 vehicle to secure the amount of repairs thereto. In the event that you, the customer, authorize commencement but do not authorize completion of a repair or service, [redacted] or partially completed work. Such charge will be directly relat[redacted]ervice. Customer labor charges may be based on the com[redacted]

X [redacted]

[redacted]

[redacted] Job [redacted]

SALESWRITE.COM 844-866-1100

05-01-'17 09:53 FROM- T-590 P0005 F-950

Waynesville Automotive Group, LLC
Chevrolet Buick
265 Hyatt Creek Road
Waynesville, NC 28786
Phone: (828) 452-2842
gmservice@waynesvilleauto.com
www.waynesvilleauto.com

Waynesville Automotive
Chevrolet - Buick

SERVICE INVOICE

RO [redacted] VIN 1GKS2BKC4GR[redacted]

YEAR	MAKE	MODEL	COLOR
2016	GMC	YUKON SLT	WHITE O

MILES IN	MILES OUT	PRINT LOG	LIC#
23683	23683	00/00/00 00/00/00	NC

SEE ALSO

[redacted]

DATE IN 08/31/16
TIME IN 11:06
CLOSED ~~11:49~~ 08/31/16
WRITER ZEB\71

(1) PERFORM DEXOS LUBE/OIL AND FILTER CHANGE
CHECK AND TOP ALL FLUIDS
RESET REMINDERS
COMPLETED

0040292		T41	13.95
Labor		T36	
19330000	(FILTER)	1	5.00
19259487	(OIL)	8	34.00
Total Labor			13.95
Total Parts			39.00

(Tech:41) G
(Tech:36)

Total Repair (Customer) 52.95

(2) ROTATE MOUNTED TIRES
CHECK AND RESET TIRE PRESSURES
RELEARN POSITION IF APPLICABLE
COMPLETED
(Tech:36) G

Labor	T36	.00

Total Repair (Customer) ..... .00

(3) PERFORM MULTI-POINT INSPECTION
COMPLETED
(Tech:36) G

Labor	T36	.00

Total Repair (Customer) ..... .00

Customer picked up car

Next Service ' Lube-Oil-Filter

DISCLAIMER OF WARRANTIES
Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any person to assume for it any liability in connection with the sale of its products.

I hereby authorize the repair work mentioned set forth to be done along with the necessary materials 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 in parts shipments by the supplier or transportation. 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. The dealership is not responsible for damage to personal items left in vehicle. PLEASE SEE REVERSE SIDE FOR ADDITIONAL INFORMATION.

X
CUSTOMER'S SIGNATURE

	W/C	INT.	CUSTOMER
Labor			13.95
Parts			39.00
Sublet			.00
Environmenta	.00	.00	1.40
Oil/Grease			.00
Sub Total			54.35
Tax	.00	.00	3.71
Total (Cash)			58.06

Page 1 of 1 Job [redacted]

[redacted]

Customer Copy

AUTOSOFT FORMS 1-877-427-4267

05-01-'17 09:53 FROM- T-590 P0006 F-950

PE18-012

GM

3-27-2019

Q3

RETAIL WORK ORDER FOR A MOTOR VEHICLE [redacted] 12/23/15

BAKER BUICK GMC CADILLAC

1621 Savannah Highway, Charleston, SC 29407
Phone: 843-725-7000

[redacted]

WHITE, CARLOS DEC 28 2015

SALESPERSON _____ RES. PHONE _____ BUS. PHONE _____

PLEASE ENTER MY ORDER FOR THE FOLLOWING XX ☐ NEW ☐ CAR ☐ USED ☐ TRUCK ☐ DEMO

2016 YEAR GMC MAKE

MODEL OR SERIES YUKON BODY TYPE UT COLOR GIW WHITE FROST TRICOAT MILES 1GKS2BKC4GR[redacted] VIN

TO BE DELIVERED ON OR ABOUT 23 DEC 20 15 STOCK NO. [redacted]

CASH DELIVERED PRICE OF UNIT	$ 63660.00
BANK OF AMERICA, N.A. PO BOX 2759 JACKSONVILLE FL 32203	63660.00
CLOSING FEE	499.00
SALES TAX	1312.97
LICENSE, LICENSE TRANSFER, TITLE, REGISTRATION FEE	239.00
1. TOTAL PRICE OF UNIT	$ 65710.97
2. DOWN PAYMENT: N.A. consisting of 2735.49 in cash and/or $ _____ net trade-in allowance on trade in; see statement in right hand column for details	$ -2735.49
3. UNPAID CASH BALANCE DUE ON DELIVERY (difference between Items 1 and 2)	$ 68446.46

USED CAR TRADE-IN AND OR OTHER CREDITS

YEAR 15 MAKE MINI	
MODEL BODY COLOR	
MILES: 19601 #CYL:	
MVI OR SERIAL NO. WMWZC5C55FW[redacted]	
YEAR MAKE	
MODEL BODY COLOR	
MILES: #CYL:	
MVI OR SERIAL NO.	
USED TRADE-IN ALLOWANCE	$ 24250.00
BALANCE OWED ON TRADE-IN	26985.49
NET ALLOWANCE ON USED TRADE-IN	$ -2735.49

IMPORTANT NOTICE TO PURCHASERS

You are not required as condition of the sale and delivery of this vehicle to purchase dealer installed, or provided, special features, appliances, equipment, parts or accessories not desired or requested by you. You have the right to reject any such features, appliances, equipment, parts or accessories.
I HAVE READ AND UNDERSTAND THE ABOVE NOTICE.

Customer's Signature _____

I warrant that my trade-in has NOT been reconstructed, rebuilt, or suffered major damage that would cause the restructuring of this vehicle.
I warrant that the Balance owed on my trade-in is correct as stated above and that if the actual amount is greater, I will reimburse Baker Buick GMC Cadillac. I understand that if the amount is less. Baker Buick GMC Cadillac will refund the difference to me.

Client warrants trade-in has no salvage title history in any state.

Signature _____

Any used motor vehicle sold to Purchaser by Dealer under this Order is sold at the time of delivery by Dealer without any guarantee or warranty, expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, as to its condition or the condition of any part thereof except as may be otherwise specifically provided in writing on the face of this Order or in a separate writing furnished to Purchaser by Dealer.

"The information you see on the window form for this vehicle is part of this contract. Information on the window form overrides any contrary provisions in the contract of sale."

Customer Signature _____

CASH OR CASHIER'S CHECK UPON DELIVERY

If this is a credit sale and the disclosure statement has not been completely filled in, this order is not binding on the buyer and the buyer may cancel it and recover the deposit. However, this order shall become binding upon the buyer upon his receipt of a completely filled in disclosure statement.

Purchaser agrees that this Order includes all of the terms and conditions on both the face and reverse side hereof, that this Order cancels and supersedes any prior agreement and as of the date hereof comprises the complete and exclusive statement of the terms of the agreement relating to the subject matters covered hereby, and that THIS ORDER SHALL NOT BECOME BINDING ACCEPTED BY DEALER OR HIS AUTHORIZED REPRESENTATIVE. Purchaser by his execution of this Order acknowledges that he has read its terms and conditions and has received a True copy of this Order. Purchaser certifies he is of legal age to execute binding this Order acknowledges that he has [redacted] of this Order. Purchaser certifies he is of legal age to execute binding contracts in this state.

[redacted]

NO EXPRESSED OR IMPLIED WARRANTIES

12/23/15 DATE

ACCEPTED BY [redacted]

[redacted]

12/26/2015 11:56:34 AM

BAKER BUICK GMC CADILLAC

Deal Recap: 17775

Contract Date:12/23/2015

POSTED 12/28/15

Customer Number: [redacted]
Customer Name: [redacted]
Address: [redacted]

Home Phone: [redacted]
Work Phone:
Main Email:

Stock# Year/Make/Model: G3540 2016 GMC YUKON
Days In Stock: 35

VIN: 1GKS2BKC4GR[redacted]
Mileage: 10

Trade1# Year/Make/Model: G3540A 15 MINI
Lien Holder/Payoff Amount: BMW 26985.49
Finance Institution: BANK OF AMERICA, N.A.
Payments: 75 monthly payments of $1002.91
Total Cash Down: 0.00
1st Payment Date: 02/06/2016

VIN: WMWZC5C55FWP[redacted]
Deal Type/Reserve Method: Purchase 75R
Amount Financed: 68,446.46
Sell/Buy/Spread: 2.99 2.49 0.50

Gross Profit Analysis

		Sale	Cost	Dealer Gross
Sale Vehicle	G3540	63,660.00	64,991.75	-1,331.75
Trade 1 (ACV/Allowance/Over-Under)	G3540A	23,800.00	24,250.00	-450.00
Cost Adjustments (Front)	COSTCO		-1,389.00	1,389.00
	DETAIL		50.00	-50.00
	GAS		100.00	-100.00
We Owes (Front)				
Fees (Front)				
Total Front Sales		87,460.00	88,002.75	-542.75
Finance Reserve	BOA	849.30		849.30
Insurance				
We Owes (Back)				
Fees (Back)				
Cost Adjustments (Back)				
Total Back Sales		849.30	.00	849.30
We Owes (Dealer)				
Fees (Dealer)				
Cost Adjustments (Dealer)				
Total Sales		88,309.30	88,002.75	306.55
Other Fees Charged in Deal:	TAGS	239.00		
	PROCESS FEE	499.00		
Taxes Charged in Deal:	SALES TAX	1,312.97		

<4507> 63,210

36304.

Flat 250.

160. *Average $79

3020 1312.97 Dmr N.

COMMISSIONS:

Role	Empl No	Name	Comm. Plan	Credit%	Split%	Base Comm.	Spiff	Total Comm.
SP1	568	WHITE,CARLOS		100		.00		.00
SM	439	PYE,JASON E		100		.00		.00

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2/26/2016 11:56:34 AM

COMMISSIONS:

Role	Empl No	Name	Comm. Plan	Credit%	Split%	Base Comm.	Spiff	Total Comm.
F2	5105	WHITMAN,JEFFREY		100		33		00

Total Dealer Gross Profit:	936.55	Commission Vehicle Gross (Commission Basis):	-1,042.75
Total Deal Commissions:	.00	Commission Gross (as defined by formula):	-1,042.75
Dealer Net Gross Profit:	936.55	Commission Pack:	500.00
		Holdback:	
		Total Cost Adjustments:	1,239.00

64,991.75
50
+100
65,141.75 cost
<1389.00>
63,752.75 cost

63,979.65 Inv.
+2012.70 HB
64,991.75 Inv.

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Brand: GMC
Manager: JASON PYE
F&I: WHITMAN

BAKER MOTOR COMPANY
Integrity Beyond Ownership

Baker Motor Company
Cost Out Sheet

Date: 12/23/2015
Client Name: [redacted]
Stock Number: [redacted]

Selling Price: $63,660.00

Cost Calculations:
Vehicle Cost: $64,991.75

SALES	Description	Amount:
1	GMC	$1,331.75
2	GAS & DETAIL	$150.00
3	COSTCO	$1,389.00
		-$92.75

F&I	Descriptions:	Cost:
BOA	RESERVE	$849.30
PRODUCT		$0.00
PRODUCT		$0.00
		$849.30

Total Profit $756.55

Trade:	Stock #	Trade ACV	Trade Allowance:	Total:
15 MINI	[redacted]	$23,800.00	$24,250.00	450.00
		$0.00	$0.00	0.00
				0.00
				450.00

Final Profit: $306.55 **Manager's Initial** JMW

DUE BILL / AVO

Customer Name [redacted] Date 12/13/2015

Serial Number 1GKS2BKC4GR[redacted] Stock Number [redacted]

Make GMC Model Yukon Year 2016

WORK TO BE DONE:

NOTHING PROMISED

NOTHING DUE

Work promised by Date _____ Time _____

Customer Signature [redacted] Mgrs Initials [redacted]

DEAL# [redacted]

I.1.a GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

JOSEPH PATRICK MCF [redacted] OnStar

CUSTOMER NAME: S 2 B K C 4 G R [redacted]

VIN: 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1

Customer Incentive Acknowledgement

1. Customer Incentive
I assign the total amount of customer incentive (s) listed in the dealer record below and request that the available customer incentive (s) be applied: (s)___ to the down payment of this vehicle, (b)___ where permissible by law, as a price reduction (NH of this 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 Source/Subsidy	Amount	GM Incentive Code
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
	$ N/A	
	$	
	$	
	$	
Total Incentive Amount Received	$	

2. Other Program Selection (Which may or may not be in lieu of customer allowance programs; for example, Dividend supported financing/leasing, etc.)
I elect to receive the following in lieu of _____,
AND/OR
I elect to receive _____.

Vehicle Incentive Acknowledgement. I am the ultimate purchaser or lessee of the vehicle bearing this vehicle identification number, which I ordered or leased in the ordinary course of business from the Dealer, named below. This vehicle was purchased/leased for personal/business use and not for resale and I took delivery on 1 1. I [redacted] Box(es) ___ and release GM from any future claim or obligation for incentive (s) in Box(es) ___.

Purchaser/Lessee Signature: [redacted] Date: 1 1 12/23/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement
I agree not to remove, reconfigure, 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 system.

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 [redacted] will be provided at least 30 days prior to any charges. Current pricing and information relating to [redacted].com.

Purchaser/Lessee Signature: [redacted] Date: 1 1 12/23/15

The undersigned person, as Dealer [redacted] this application is true and correct and the Incentive Payments, OnStar Vehicle Software, OnStar Terms and [redacted] and Payment Method disclosures have been provided to the retail 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 Representative: BAKER BUICK GMC CADILLAC Date: 12/23/15

Dealership Name: [redacted] Dealer Code: _____

Dealer Note: Title [redacted] required to EVENT DEAL KICK for all customers even if there are no incentives or unit [redacted] provided to the customer. (GM-9520-6001 2014) Rev 06-01-2014

Select Incentives

Selection Criteria
Delivery Date: **12/23/2015**
VIN #: **1GKS2BKC4GR[redacted]**
2016 GMC Yukon
Inventory Stauts: **New**

Customer Location: **BERKELEY (29414)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$0**
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		16-40ACA-002	Consumer Cash Program					2015-12-01	2016-01-04	NCC		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon

The information presented on this screen is as of 12/23/2015 04:45 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

Copyright © 2011 General Motors

DT ID: 672737 - Baker Buick GMC Cadillac - Lender ID: 4007214103

[redacted]

Bank of America Application Status

Bank of America Merrill Lynch

Customer Information

Applicant Name:	[redacted]
APS #:	38822938
Decision Date:	12/23/2015
Status:	Approved ✔
eContract Status:	Available

Financing Information

Lender Program:	None
Approved Product:	Retail
Amount Approved:	$68,571.00
Term:	72
Dealer Fee:	$0.00
Buy Rate:	2.34%
Tier Level:	-
Fico Score:	725
Advance %:	106.37%
Max LTV:	145.99%

Vehicle Information

N/U/D-Year:	New 2016
Make:	GMC
Model:	YUKON
Trim:	4DR WGN SLT
VIN #:	
Mileage:	3

Loan Options

	Requested Term/Max Term	Buy Rate
Term	60	2.14
	66	2.24
	72	2.34
	75	2.49

Bureau Information

Equifax

Comments From Credit Analyst

DT: . Options:
Total approved back-end allowed: 15% of Invoice (New) or Collateral Value (Used); subject to Max LTV Guidelines.
FedEx Funding Addr: Bank of America 4054 Willow Lake Blvd. Suite 2029 Memphis, TN 38153.
Advance, PTI, Term and Mileage changes could impact the buy rate. Please communicate all changes to your underwriter to confirm final buy rate.

Analyst Information

Name:	Kim Crawford	Fax:	(877)241-3954
Phone Number:	(702)207-6883	Lender Cust. Service Number:	(800)991-1770

Print Decision (Barcoded)

Prefill Aftermarket Deal

Copy This Application | Add Co-Applicant | DealUpdate

Submit To Other Lenders

Comments To Credit Analyst

Back to Application Status

Baker Buick GMC Cadillac
Your Credit Score and the Price You Pay for Credit

Credit Score For: [redacted]

Your Credit Score: 733 Source: Equifax Date: 23-DEC-15

Understanding Your Credit Score

What you should know about credit scores

Your credit score is a number that reflects the information in your credit report.

Your credit report is a record of your credit history. It includes information about whether you pay your bills on time and how much you owe to creditors.

Your credit score can change, depending on how your credit history changes.

How we use your credit score

Your credit score can affect whether you can get a loan and how much you will have to pay for that loan.

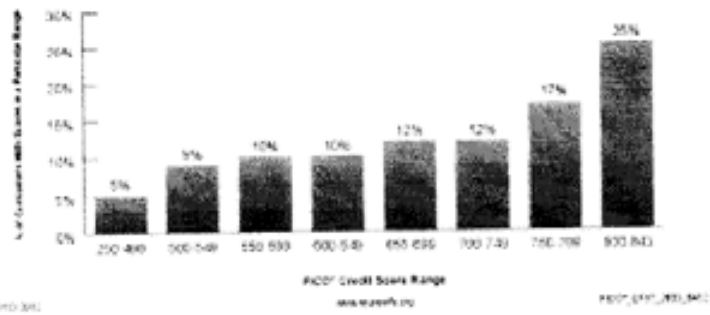
The range of scores

Scores range from a low of 250 to a high of 843.

Generally, the higher your score, the more likely you are to be offered better credit terms.

How your score compares to the scores of other consumers

EQUIFAX FICO



Checking Your Credit Report

What if there are mistakes in your credit report?

You have a right to dispute any inaccurate information in your credit report. If you find mistakes on your credit report, contact the consumer reporting agency.

It is a good idea to check your credit report to make sure the information it contains is accurate.

How can you obtain a copy of your credit report?

Under federal law, you have the right to obtain a free copy of your credit report from each of the nationwide consumer reporting agencies once a year.
To order your free annual credit report:

By telephone: Call toll-free: 1-877-322-8228

On the web: Visit www.annualcreditreport.com

By mail: Mail your completed Annual Credit Report Request Form (which you can obtain from the Federal Trade Commission's web site at http://www.ftc.gov/ bcp/conline/include/requestformfinal.pdf) to:
Annual Credit Report Request Service
P.O. Box 105281
Atlanta, GA 30348-5281

How can you get more information?

For more information about credit reports and your rights under Federal law, visit the Federal Reserve Board's web site at [redacted] the Federal Trade Commission's web site at www.ftc.gov

12/23/15

Signature

Date:

CDK OFAC Results

Submitted By: BAKER CADILLAC INC, 1621 SAVANNAH HIGHWAY, CHARLESTON, SC 29407

Report Date:12/23/2015 06:13PM EST

OFAC Results: No Match Found

If you received a HIT, use the OFAC data section below to decide if your applicant is an **exact** match to the OFAC list. If you determine your applicant is an exact match, you should contact the US Treasury OFAC Hotline at **1-800-540-6322**. If not, use the compliance score card to clear the OFAC check.

	OFAC Hit Data	Your Applicant Data
First Name:	No Match	[redacted]
Last Name:		
DOB:		
Address (line 1):		
City:		
State:		
Zip:		
Country:		N/A
Alternate identity name:		N/A
OFAC Remarks:	N/A	

2016 YUKON - 4WD SLT — GENERAL MOTORS LLC
G1W WHITE FROST TRICOAT /V8G
H2Y COCOA/DUNE — RENAISSANCE CENTER
ORDER NO. SXZFVM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S2BK C4 GR[redacted] — VEHICLE INVOICE [redacted]
**********6345******48*25732S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15706 YUKON - 4WD SLT	59850.00	55660.50	INVOICE 11/03/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	536.90	SHIPPED 11/03/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	EXP I/T 11/20/15
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/20/15
G1W WHITE FROST TRICOAT	995.00	905.45	PRC EFF 11/02/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	KEYS XXXXX XXXXX WFP-S QTR OPT-1 BANK: MERCEDES-BE
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	CHG-TO 25-732
PCJ OPEN ROAD PACKAGE:	3255.00	2962.05	
* POWER SUNROOF			SHIP WT: 5597
* 9 ADDITIONAL MONTHS OF XM RADIO			HP: 45.7 GVWR: 7300
* AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES			GAWR.FT: 3600 GAWR.RR: 4100 EMPLOY: 61169.78 SUPPLR: 63660.40 NTR: 1/2
* REAR SEAT ENTERTAINMENT SYSTEM			EMPINC: 3879.61 SUPINC: 1389.00
RPT WHEELS, 22" CHROME (REPLACES STANDARD WHEEL)	2900.00	2639.00	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	
TOTAL MODEL & OPTIONS	67090.00	62265.40	ACT 237 61447.70
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2012.70
DEALER IMR CONTRIBUTION		335.45	ADV 261 335.45
LMA GROUP CONTRIBUTION		670.90	EXP 65A 670.90
TOTAL	68285.00	64466.75	PAY 310 64466.75
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		61556.30	

****
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.
****
BAKER BUICK GMC CADILLAC

[redacted] 12/22/2015

Dealer Name: Baker Buick GMC Cadillac

Dealer Phone #: 843-725-7000
Dealer Fax #: 843-745-5952

PLEASE PRINT - INCOMPLETE APPLICATIONS WILL NOT BE PROCESSED.

INSTRUCTIONS:
You may apply for credit in your name alone, whether or not you are married.
(1) Please indicate whether you are applying for ☒ Individual Credit ☐ Joint Credit ☐ Community Property State ☐ Business Application
(2) ☒ If you are applying for individual credit in your name and relying on your own income or assets and not the income or assets of another person as the basis of repayment of the credit requested, complete only Section A.
(3) ☐ If you are applying for joint credit with another person, complete sections A and B. We intend to apply for joint credit.

Applicant _____ Co-Applicant _____

* If you are married and live in a community property state, please complete Section A about yourself and Section B about your spouse. You must sign this application. Your spouse must sign this application only if s/he wishes to be a Co Applicant.

A. APPLICANT INFORMATION

First Name	Middle Initial	Social Security Number	Birth Date
[redacted]		[redacted]	[redacted]

Address	Apt # / Suite #	P.O. Box	Rural Route	City	State	Zip
[redacted]				[redacted]	[redacted]	[redacted]

Home Phone	Cell Phone *	Residential Status	Time at Address	Rent/Mtg. Pmt. $
[redacted]		☒ Homeowner ☐ Rent ☐ Family ☐ Other	5 Yrs. 0 Mos.	1,091.00

E-Mail Address	Driver's License No.	Driver's License State	Time at Previous Address
			Yrs. Mos.

Previous Full Address (if less than 2 years)	Apt # / Suite #	P.O. Box	Rural Route	City	State	Zip

Employer Name	Employment Type
T&J LUMBER	☒ Employed ☐ Unemployed ☐ Self-employed ☐ Military ☐ Retired ☐ Student ☐ Other

Salary	Salary Type	Occupation	Length of Employment	Work Phone Number *
143,000.00	☐ Weekly ☐ Bi-Weekly ☐ Monthly ☒ Annually	CEO	9 Yrs. 1 Mos.	(828) 400-9445

Previous Employer Name	Previous Employment Type
	☐ Employed ☐ Unemployed ☐ Self-employed ☐ Military ☐ Retired ☐ Student ☐ Other

Previous Occupation	Length of Employment	Previous Work Phone Number
	Yrs. Mos.	

Alimony, child support, or separate maintenance income need not be revealed if you do not choose to have it c[redacted]

Other Income (Monthly)	Source of Other Income	By Signing [redacted] ication is accurate.
		X _____

Comments

AGREEMENT

You understand and agree that you are applying for credit by providing the information to complete and submit this credit application. We may keep this application and any other application submitted to us and information about you whether or not the application is approved. You certify that the information on the application and in any other application submitted to us, is true and complete. You understand that false statements may subject you to criminal penalties. The words "you," "your" and "yours" mean each person submitting this application. The words "we," "us," "our" and "ours" as used below refer to us, the dealer, and to the financial institution(s) selected to receive your application. You authorize us to submit this application and any other application submitted in connection with the proposed transaction to the financial institutions disclosed to you by us the dealers. This application will be reviewed by such financial institutions on behalf of themselves and us the dealer. In addition, in accordance with the Fair Credit Reporting Act, you authorize that such financial institutions may submit your applications to other financial institutions for the purpose of fulfilling your request to apply for credit. You agree that we may obtain a consumer credit report periodically from one or more consumer reporting agencies (credit bureaus) in connection with the proposed transaction and any update, renewal, refinancing, modification or extension of that transaction. You also agree that we or any affiliate of ours may obtain one or more consumer credit reports on you at any time whatsoever. If you ask, you will be told whether a credit report was requested, and if so, the name and address of any credit bureau from which we or our affiliate obtained your credit report. You agree that we may verify your employment, pay, assets and debts, and that anyone receiving a copy of this is authorized to provide us with such information. You further authorize us to gather whatever credit and employment history we consider necessary and appropriate in evaluating this application and any other applications submitted in connection with the proposed transaction. You understand that we will rely on the information in this credit application in making our decision. We may monitor and record telephone calls regarding your account for quality assurance, compliance, training, or similar purposes.

By providing your cell phone number on this application, you are consenting to receive servicing and collection calls on your cell phone using an auto dialer or a prerecorded message. This consent applies to the dealer, who is the originating creditor in this transaction, as well as any assignee who may purchase your credit contract from the dealer.

I consent to receive autodialed, pre-recorded and artificial voice telemarketing and sales calls and text messages from or on behalf of dealer (or any financing source to which dealer assigns my contract) at the telephone number(s) provided in this credit application, including any cell phone numbers. I understand that this consent is not a condition of purchase or credit.

Initial to consent here OPT OUT

This application may be submitted to the following financial institutions (Name(s) and Address(es)) _____

BY SIGNING BELOW, YOU CERTIFY THAT YOU HAVE READ AND AGREE TO THE TERMS AND DISCLOSURES ON THE PAGES OF THIS APPLICATION.

X [redacted] TURE _____ 12/23/15 DATE

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DT 7/14
Printed on 12/23/2015 at 05:18 PM

FEDERAL NOTICES

MPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT If applicable to your credit transaction To help the government ght the funding of terrorism and money laundering activities, Federal law requires financial institutions to obtain, verify, and record information that dentifies each person who opens an account What this means for you When you open an account you will be asked for your name, address date of birth, nd other information to identify you You may also be asked to see your driver's license or other identifying documents

STATE NOTICES

California Residents. An applicant if married, may apply for a separate account

Maine and Tennessee Residents: You must have physical damage insurance covering loss or damage to the vehicle for the term of the contract For a ease, you must a so have the liability insurance as described in the lease You may purchase required insurance through any insurance agent or broker and orm any insurance company that is reasonably acceptable to us You are not required to deal with any of our affiliates when choosing an agent broker or nsurer Your choice of a particular insurance agent, broker or insurer will not affect our credit decision, so long as the insurance provides adequate coverage ith an insurer who meets our reasonable requirements

New Hampshire Residents: If you are applying for a balloon payment contract, you are entitled, if you ask, to receive a written estimate of the monthly ayment amount for refinancing the balloon payment in accord with the creditor's existing refinance programs. You would be entitled to receive the estimate efore you enter into a balloon payment contract A balloon contract is an instalment sales contract with a final scheduled payment that is at least twice the mount of one of the earlier scheduled equal periodic installment payments

New York Residents: In connection with your application for credit, a consumer report may be obtained from a consumer reporting agency (credit bureau) credit is extended The party or parties extending credit or holding such credit may order additional consumer reports in connection with any update, newal or extension of the credit If you ask you will be told whether a consumer report was requested and, if so, the name and address of any consumer porting agency (credit bureau) from which such credit report was obtained

Ohio Residents: Ohio laws against discrimination require that all creditors make credit equally available to all creditworthy customers and that credit porting agencies maintain separate credit histories on each individual upon request The Ohio Civil Rights Commission administers compliance with this aw

Rhode Island Residents: Consumer reports may be requested in connection with this application Buyer has the right of free choice in selecting an insurer provide insurance required in connection with this transaction subject to our reasonable approval in accordance with applicable law

Vermont Residents You authorize us and any financial institution with which this credit application is shared, and each of their respective employees or gents to obtain and verify information about you (including one or more credit reports, information about your employment and banking and credit elationships) that they may deem necessary or appropriate in evaluating your credit application If your credit application is approved and credit is granted ou also authorize the parties granting credit or holding your account and their respective employees and agents to obtain additional credit reports and ther information about you in connection with reviewing the account increasing the available credit on the account (if applicable), taking collection on the ccount, or for any other legitimate purpose

Married Wisconsin Residents: No provision of any marital property agreement any unilateral statement under Wis Stat § 766 59 or any court decree nder § 766 70 applied to marital property adversely affects our interest unless you furnish a copy of the agreement, statement or court decree or we have ctual knowledge of such adverse provision before credit is granted If you are making this credit application individually and not jointly with your spouse, omplete Section A about yourself and Section B about your non-applicant spouse Your non-applicant spouse should not sign the credit application if you re applying for individual credit

FOR Baker Buick GMC Cadillac USE ONLY **DEALER SECTION**

Dealer #	Vehicle Type	Mileage	Product Type	Stock Number	Source	Certified Pre Owned
672737	New	3	Retail			☐

Year	Make	Model	Trim	VIN
2016	GMC	YUKON	4WD 4DR SLT	

Term	Cash Selling Price	Sales Tax	T & L	Cash Down	Front-End Fees	Rebate	Net Trade	Acq Fee	Unpaid Balance
84	63,660 00	300.00	1,312 00		499.00		-2800		68,571 00

Accident Health Ins	Credit Life Insurance	Gap	Service Plan	Back-End Fees	Est Amt Financed
					68,571.00

MSRP	Invoice Wholesale Value	Wholesale Source	Retail Value	Retail Source	Estimated Payment	Requested APR
68 285 00	64 466 00					

Vehicle Booked	Buyout Date	Lender Program
☐		

Vehicle Options

TRADE IN Information

Year	Make	Model	Trim
2015	MINI	COOPER COUNTRYMAN	ALL4 4DR S

Lienholder	Monthly Payment
BMW	570.00

AGREEMENT TO PROVIDE ACCIDENTAL PHYSICAL DAMAGE INSURANCE

I, the undersigned Purchaser, understand that under the terms of the Retail Installment Contract, Disclosure Statement and Security Agreement (the "Agreement) signed in connection with the purchase of the vehicle described below it is required that such vehicle be continuously covered with insurance against the risks of fire, theft and collision, and that failure to provide such insurance gives the right to declare the entire balance of the amount financed and the earned finance charge, together with all the sums comprising the Secured Indebtedness, as defined in the Agreement, immediately due and payable as well as to exercise other rights requested such company and the insurance agent shown below to record- interest in the vehicle and endorse the policy described below with a loss payable in favor of:

_____

_____

_____

PURCHASER

NAME	[redacted]
ADDRESS	
TEL. NO.	

FOR BANK USE ONLY

VEHICLE INSURED

YEAR	MAKE	BODY	MODEL	SERIAL NUMBER

INSURANCE AGENT

NAME	Anne Rose
ADDRESS	P.O. Box 830
CITY STATE ZIP	Murphy NC 28906
TELEPHONE NUMBER	(828) 837-3637

INSURANCE COMPANY

NAME	National General
POLICY NUMBER	[redacted]
EFFECTIVE DATE	FROM: 9-27-15 TO: 1-27-16
COVERAGE	☐ FIRE-THEFT ☐ COMPREHENSIVE ☐ COLLISION $ _____ DEDUCTIBLE

PURCHASER SIGNS [redacted] DATE 12/23/15

DEALER/SALESPE SIGNS

DEALER Bake- Buick GMC Cadillac

RETAIL INSTALLMENT SALE CONTRACT
SIMPLE FINANCE CHARGE

DEAL# 17775
STK# [redacted]

Dealer Number _____ Contract Number _____

12/28

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	BAKER BUICK GMC CADILLAC 1621 SAVANNAH HWY CHARLESTON, SC 29407

You, the Buyer (and Co-Buyer, if any), may buy the vehicle below for cash or on credit. By signing this contract, you choose to buy the vehicle on credit under the agreements on the front and back of this contract. You agree to pay the Seller - Creditor (sometimes "we" or "us" in this contract) the Amount Financed and Finance Charge in U.S. funds according to the payment schedule below. We will figure your finance charge on a daily basis. The Truth-In-Lending Disclosures below are part of this contract.

New/Used	Year	Make and Model	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	GMC YUKON	1GKS2BKC4GF[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

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 $ 0.00 is
2.99 %	$ 6771.79	$ 68446.46	$ 75218.25	$ 75218.25

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
75	1002.91	Monthly beginning 02/06/2016
N/A	N/A	
	N/A	

Or As Follows:

Late Charge. If a 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, with a minimum charge of $7.20. The charge will not exceed $18.00 if you bought the vehicle primarily for personal, family, or household use. We may charge the maximum and minimum late charge dollar amounts as allowed by S.C. Code Ann. 37-1-109 of the South Carolina Consumer Protection Code.
Prepayment. If you pay off all your debt early, you will not have to pay a penalty.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED

1 Cash Price (including $ 1312.97 sales tax and $ 499.00 closing fee) $ 65471.97 (1)

2 Total Downpayment =

Trade-in 2015 MINI (Year) (Make) (Model)

Gross Trade-In Allowance	$ 24250.00
Less Pay Off Made By Seller	$ 26985.49
Equals Net Trade In	$ -2735.49
+ Cash	$ N/A
+ Other N/A	$ N/A
(If total downpayment is negative, enter "0" and see 4I below)	$ 0.00 (2)

3 Unpaid Balance of Cash Price (1 minus 2) $ 65471.97 (3)

4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts):

A Cost of Optional Credit Insurance Paid to Insurance Company or Companies. N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You may also provide the physical damage insurance through an existing policy owned or controlled by you that is acceptable to us. You are not required to buy any other insurance to obtain credit unless the box indicating Vendor's Single Interest Insurance is required is checked below.
If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:
Credit Life $ N/A
Credit Disability $ N/A
Insurance Company Name N/A
N/A
Home Office Address N/A
N/A

CONSUMER CREDIT INSURANCE IS NOT REQUIRED TO OBTAIN CREDIT AND WILL NOT BE PROVIDED UNLESS YOU SIGN AND AGREE TO PAY THE ADDITIONAL COST. Your decision to buy or not buy credit life insurance and credit disability insurance will not be a factor in the credit approval process. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit 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 below.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Insurance Company Name N/A
N/A
Home Office Address N/A
N/A
☐ N/A (Type of Insurance) N/A (Term)
N/A

Less Pay Off Made By Seller		$ [illegible]
Equity Not Trade In		$ -2735.49
+ Cash		$ N/A
+ Other N/A		$ N/A
(If total downpayment is negative, enter "0" and see 4I below)		$ 0.00 (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 65471.97 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf (Seller may keep part of these amounts)		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life	$ N/A	
Disability	$ N/A	$ N/A
B Vendor's Single Interest Insurance Paid to Insurance Company		$ N/A
C Other Optional Insurance Paid to Insurance Company or Companies		$ N/A
D Optional Gap Contract		$
E Official Fees Paid to Government Agencies		
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
F Government Taxes Not Included in Cash Price		$ N/A
G Government License and/or Registration Fees TAGS		$ 239.00
H Government Certificate of Title Fees		$ N/A
I Other Charges (Seller must identify who is paid and describe purpose)		
to BMW for Prior Credit or Lease Balance		$ 2735.49
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
to N/A for N/A		$ N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 2974.49 (4)
5 Amount Financed (3 + 4)		$ 68446.46 (5)

Other Optional Insurance

N/A — N/A
Type of Insurance — Term
Premium $ N/A
Insurance Company Name N/A
Home Office Address N/A

N/A — N/A
Type of Insurance — Term
Premium $ N/A
Insurance Company Name N/A
Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided unless you sign and agree to pay the extra cost.

I want the optional credit insurance and other insurance checked above.

X N/A
Buyer Signature — Date

X
Co-Buyer Signature — Date

☐ **IF CHECKED, THE TERM OF OPTIONAL CREDIT INSURANCE IS LESS THAN THE TERM OF THIS CONTRACT, AS DESCRIBED ABOVE.**

X N/A N/A
Buyer Signature — Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

Returned Check Charge: You agree to pay a charge of $30.00 if any check you give us is dishonored.

OPTION: You pay no finance charge if the Amount Financed, Item 5, is paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.
If a payment is not received in full within [illegible] days after it is due, you will pay a late charge of $ [illegible] or [illegible] % of the part of the payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-in-Lending Disclosures" still applies.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI Insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown on Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract, debt cancelation contract, is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos — N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
to N/A	for N/A	$ N/A	
Total Other Charges and Amounts Paid to Others on Your Behalf		$ 2974.49	(4)
5 Amount Financed (3 + 4)		$ 68446.46	(5)

INSURANCE IS LESS THAN THE TERM OF THIS CONTRACT, AS DESCRIBED ABOVE.

X N/A N/A
Buyer Signature Date

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE.

Returned Check Charge: You agree to pay a charge of $30.00 if any check you give us is dishonored.

OPTION: ☐ You pay no finance charge if the Amount Financed, item 5, is paid in full on or before N/A, Year N/A. SELLER'S INITIALS N/A

☐ If this box is checked, the following late charge applies to vehicles purchased primarily for business or agricultural use.
If a payment is not received in full within _____ days after it is due, you will pay a late charge of $_____ or _____% of the part of the payment that is late, whichever is less.
If this box is not checked, the late charge in the "Federal Truth-In-Lending Disclosures" still applies.

☐ VENDOR'S SINGLE INTEREST INSURANCE (VSI insurance): If the preceding box is checked, the Creditor requires VSI insurance for the initial term of the contract to protect the Creditor for loss or damage to the vehicle (collision, fire, theft). VSI insurance is for the Creditor's sole protection. This insurance does not protect your interest in the vehicle. **You may choose the insurance company through which the VSI is obtained.** If you elect to purchase VSI insurance through the Creditor, **the cost of this insurance is $** N/A and is also shown in Item 4B of the Itemization of Amount Financed. The coverage is for the initial term of the contract.

OPTIONAL GAP CONTRACT. A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in Item 4D of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

Term N/A Mos. N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X N/A

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

The Annual Percentage Rate may be negotiable with the Seller. The Seller may assign this contract and retain its right to receive a part of the Finance Charge.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains t[redacted] us relating to this contract. Any change to this contract must be in writing and we must sign it. No oral changes are binding. Buyer Signs [redacted] Co-Buyer Signs X N/A
If any part of this contract is not valid, all other parts stay valid. We m[redacted]y of our rights under this contract without losing them. For example, we may extend the time for making some payments without extending th[redacted]
See back for other important agreements.

NOTICE TO RETAIL BUYER: Do not sign this contract in blank. You are entitled to a copy of the contract at the time you sign. Keep it to protect your legal rights.

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 sign it. You confirm that you received a completely filled-in copy when you signed it.

Buyer Signs [redacted] Date 12/23/15 Co-Buyer Signs X N/A Date N/A

Co-Buyers and [redacted]on 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 signs here X
Seller signs BAKER BUICK GMC CADILLAC Date 12/23/15 Address
By X Title

Seller assigns its interest in this contract BANK OF AMERICA, N.A. (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse ☒ Assigned without recourse ☐ Assigned with limited recourse

BAKER BUICK GMC CADILLAC
Seller By Title

ILAW FORM NO. 553-SC (REV. 7/14) U.S. PATENT NO. 6460782
©2014 The Reynolds and Reynolds Company TO ORDER: www.lfyslource.com; 1-800-344-0996; fax 1-800-531-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

ORIGINAL—LIENHOLDER

CHECK CONTROL NO. [redacted] ISSUED BY: TONI_VENTERS **Baker Buick GMC Cadillac** Charleston, SC 29407 PAGE 1C

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	122815		[redacted]			26,985.49
				13917	20200	-26,985.49
				G3540A	30100	26,985.49
				TOTAL	20200	26,985.49

DETACH AT PERFORATION BEFORE DEPOSITING CHECK

REMITTANCE ADVICE

Baker Buick GMC Cadillac
1621 Savannah Hwy
Charleston, SC 29407
(843) 725-7000
www.bakergm.com

BUICK GMC Cadillac

BB&T
BRANCH BANKING AND TRUST COMPANY
1-800 BANK BBT - BBT.COM

[redacted] 67-160

DATE
28DEC15

PAY THIS AMOUNT			
******26,985	DOLLARS	49	CENTS

AMOUNT OF CHECK
*****26,985.49

NON-NEGOTIABLE

Baker Buick GMC Cadillac

TO THE ORDER OF BMW BANK OF NORTH AMERICA
PAYOFF DEPT

****
*** NOT NEGOTIABLE ***
****

BAKER MOTOR COMPANY

PAY-OFF VERIFICATION FORM

STOCK # [redacted]

CUSTOMER NAME(S): [redacted]

VIN#: WMWZC5C55FWP[redacted]

YEAR: 2015 MAKE: MNI COOPER MODEL: COUNTRYMAN

PAY OFF TO: BMW Bank of North America

PHYSICAL MAILING ADDRESS:

PO BOX 3608

Dublin, OH 43016-0306

TELEPHONE #: 1-866-646-4463 CONTACT: online

10-DAY PAY-OFF: $ 26,985.49 GOOD THROUGH: 01/01/16

PER DIEM AFTER 10-DAY PAY-OFF:

ACCOUNT #: [redacted]

TITLE AT:

I warranty this payoff to be correct as stated above. I agree to pay Baker Motor Company or Baker Infiniti of Charleston the difference if pay-off is greater than the amount being used; should the pay-off be less than the amount being used, the bank will refund the difference to me.

[redacted]

CO-BUYER

12-23-15

DATE

DEAL# 17775

South Carolina Department of Motor Vehicles

POWER OF ATTORNEY FOR ODOMETER DISCLOSURE

5047
(Rev. 7/14)

NOTICE: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the DMV by the person exercising Power of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION: Year 2015 Make MINI Model Type _____ Body Type HG

VIN (Vehicle Identification Number) WMWZC5C55FWP[redacted]

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE 49 USC 327 (580.13)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines [redacted] 56-19-240(4)).

PLEASE PRINT: I, _____ (Seller/Transferor's Name), appoint BAKER BUICK GMC CADILLAC (Dealer/Transferee's Name) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto and to disclose the mileage on the title for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads 19601 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ I [redacted] reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

[redacted] 12/23/2015
(Printed Name) (Date of Statement)

[redacted]
Transferor's Address (Street, City, State, Zip Code)

(Transferee's Signature) (Printed Name of Individual Signing as Transferee)

BAKER BUICK GMC CADILLAC 1621 SAVANNAH HWY CHARLESTON, SC 29407
(Transferee's Name – Print or Type Name of Business or Company) Licensed Dealer, Transferee's Address (Street, City, State, Zip Code)

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENTS AND ACKNOWLEDGE DISCLOSURE 49 USC 327 (580.14)
(PART B is invalid unless PART A has been completed)

PLEASE PRINT: I, _____ (Transferee's Name), appoint _____ (Transferor's Dealership Name) as my attorney-in-fact, to sign the mileage disclosure on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below.

(Transferee's Signature) (Printed Name)

(Transferee's Name – Print or Type Name of Business or Company)

Transferee's Address (Street, City, State, Zip Code)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

I state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ I hereby certify that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State, Zip Code)

PART C. CERTIFICATION – To be completed when Part A or Parts A and B have been used (49 USC 327 (580.15))

PLEASE PRINT: I BAKER BUICK GMC CADILLAC (Person exercising powers of attorney) hereby certify that the mileage I have disclosed on the title document is consistent with that provided me in the above Power of Attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the Power of Attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create any new or additional liability under Federal or State Law.

(Signature) BAKER BUICK GMC CADILLAC (Printed Name) 12/23/2015 (Date of Certification)

1621 SAVANNAH HWY (Street Address) CHARLESTON (City) SC (State) 29407 (Zip Code)

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited. Photo copy may be made only as a completed document for record keeping purposes for the parties named herein.

POWER OF ATTORNEY

DATE_____

I, _____, HEREBY APPOINT, _____,

OF _____ LOCATED AT _____,

AS MY ATTORNEY-IN-FACT TO APPLY FOR CERTIFICATE OR DUPLICATE OF TITLE TO, AND TO REGISTER: (AND/OR) TO TRANSFER TO THE MOTOR VEHICLE DESCRIBES AS:

_____ _____ _____

YEAR MAKE MODEL

_____

VEHICLE IDENTIFACTION NUMBER (VIN)

AND FOR SAID PURPOSE(S) TO SIGN MY NAME DO ALL THINGS NECESSARY TO THIS APPOINTMENT.

ACKNOWLEDGED BEFORE ME THIS _____DAY OF _____

SIGNED [redacted]

CUSTOMER

SIGNED_____

WITNESS

_____

NOTARY PUBLIC

MCE_____

Date:_____

To whom it may concern:

This is to certify:

_____and,

_____ are one and the same.

Sincerely,

[redacted]

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me [redacted] (Seller) (Dealer Retail Tax #)

[redacted] (Address) 28779

who being duly sworn, deposes and says that on the 23RD day of DECEMBER 20 15 .

he sold the following motor vehicle: Make MINI Model _____

Year 15 Identification (Serial) No. WMWZC5C55FWF[redacted]

License No. _____ to BAKER BUICK GMC CADILLAC
(Buyer)

1621 SAVANNAH HWY CHARLESTON, SC 29407
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____

Address _____ Date _____

I certify that the odometer now reads 19601 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) 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.

[redacted]
(Signature of Seller)

[redacted]
(Print Seller's Name)

[redacted]
(Signature of Buyer)

KER BUICK GMC CADILLAC
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number_____

License Plate Issued_____

_____ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE.
PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

Vehicle Appraisal Report

Baker Motor Company (Buick GMC)

VEHICLE DETAILS

2015 MINI Cooper Countryman S ALL4 ALL4 4dr S 1.6L I-4 16v DOHC Turbocharged Engine

Leather Seats

Color: Light White / Carbon Black
Odometer: 19,601
VIN: WMWZC5C55FWP[redacted]

PREPARED FOR

VEHICLE PHOTOS

VEHICLE CONDITION

Exterior:

Interior:

Mechanical:

General:

APPRAISER NOTES

Salesperson:
Appraiser: Leon Edens
Appraisal Date: 12/23/2015 03:31 PM EDT
Notes:

APPRAISED VALUE

$23,800

CUSTOMER ACKNOWLEDGEMENT

Said vehicle does not have damage or repair to the chassis or unibody and the motor block and cylinder heads are not cracked, welded, or repaired. The present engine in the vehicle is the original installed by the vehicle's manufacturer. The vehicle was never in a flood and has no salvage or junk history. Said vehicle has not been in any accident that resulted in damages over $3000 and the emission control equipment has never been altered or removed. The airbags have never been deployed. I understand that I may be responsible for any damages you may incur in the event I have misrepresented the condition of my trade-in vehicle to you.

Date: _____ Signed (Owner) _____

Baker Motor Company (Buick GMC)
1621 Savannah Highway
Charleston, SC, USA 29407

12/26/2015
Expiration Date: 12/29/2015 and/or 150 miles

Customer: _____

Twenty-three Thousand Eight Hundred Dolla[redacted]

Voucher Good For Purchase of Vehicle
WMWZC5C55FW[redacted]

Signature: _____

South Carolina Department of Motor Vehicles

NOTICE OF VEHICLE SOLD

416
(Rev. 6/15)

Department of Motor Vehicles
P. O. Box 1498
Blythewood, S.C. 29016-0036

Pursuant to provisions of Section 56-3-1260 of the Motor Vehicle Registration and Licensing Laws wherein the owner of a registered and licensed vehicle is required to notify the South Carolina Department of Motor Vehicles and in writing, immediately upon a transfer of ownership, the following information is submitted:

VEHICLE MAKE: M.N. Cooper YEAR MAKE: 2015 LICENSE PLATE NO.: _____

VEHICLE IDENTIFICATION (SERIAL) NO.: WMWZC5C55FWP[redacted]

SOLD OR TRADED TO: BAKER CADILLAC LLC

BUYER'S STREET ADDRESS: 1621 SAVANNAH HWY

BUYER'S P.O. BOX: _____

BUYER'S CITY, STATE, AND ZIP CODE: CHARLESTON SC 29407

DATE SOLD OR TRADED: [redacted]

SIGNATURE OF SELLER: [redacted]

IMPORTANT: This form of [redacted]nsfer of ownership and is intended for the protection of the last registered owner until the actual transfer of ownership is completed by the new owner.

NOTE: Street address must accompany all P.O. Boxes.

RESERVED FOR DEPARTMENT USE

(Do Not Write in this Space)

DATE SOLD: _____

DATE ENTERED: _____

BY: _____

CHECK CONTROL NO. [redacted] ISSUED BY: TONI_VENTERS **Baker Buick GMC Cadillac** Charleston, SC 29407 PAGE 1C

INVOICE STOCK NO.	INVOICE DATE	PURCHASE ORDER NO.	COMMENT/V.I.N.	AMOUNT	DISCOUNT/ ACCOUNT NO.	NET AMOUNT
	122915		TAXES AND TAGS FOR [redacted] 2016 GMC YUKON VIN 1GKS2BKC4GR[redacted]			1,312.97
				13922	20200	-1,312.97
				G3540	30200	1,312.97
				TOTAL	20200	1,312.97

DETACH AT PERFORATION BEFORE DEPOSITING CHECK REMITTANCE ADVICE

Baker Buick GMC Cadillac
1621 Savannah Hwy
Charleston, SC 29407
(843) 725-7000
www.bakergm.com

BUICK GMC Cadillac

BB&T
BRANCH BANKING AND TRUST COMPANY
1-800 BANK BBT · BBT.COM

[redacted] 67-160

DATE
29DEC15

PAY THIS AMOUNT			
*******1,312	DOLLARS	97	CENTS

AMOUNT OF CHECK
******1,312.97

NON-NEGOTIABLE

Baker Buick GMC Cadillac

TO THE ORDER OF DMV NATIONWIDE

****
*** NOT NEGOTIABLE ***
****

[redacted]

TITLE/REG

[redacted]

(JACKSON) SC-NC

CREATED:	12/23/2015		
DEALER:	**BAKER BUICK GMC CADILLAC**		
APPLICANT:	**N/A N/A MCFADDEN (INDIVIDUAL)**		
VIN:	**1GKS2BKC4GR[redacted] (NEW)**		
PROC TYPE:	REGISTRATION AND TITLE W/ TRADE-IN		
TRAN TYPE:	PURCHASE (DRIVING OFF LOT)		
TAG TYPE:	NEW	LIENHOLDER:	NO
METHOD:	ACH 2987	FEE:	$160.00 EFT: $160.00 CHK: $0.00

BAKER BUICK GMC CADILLAC	FEDEX / [redacted]

MAKE CHECKS PAYABLE TO: DMV Nationwide

PLEASE INCLUDE ACCOUNT # IN THE CHECK MEMO

THIS FORM MUST BE INCLUDED WHEN SUBMITTING DOCUMENTS

PLEASE PLACE ON TOP AS FIRST PAGE OF THE DEAL SUBMITTED

DMV Nationwide

Powered by Interstate Title Solutions, Inc.

[redacted]

REQUIRED DOCUMENTS

ACCOUNT #: [redacted]	**VIN:** 1GKS2BKC4GR[redacted]
NAME: [redacted]	**CONTROL #:** N/A
DATE: 12/23/2015	**STOCK #:** N/A

Finance/Sales Complete And Collect From Buyer(s):

- ☐ Lienholder's NC ELT number (OPTIONAL*): _____ *Please note: If the lender wishes to record lien electronically, this number must be provided.
- ☑ Two Open and Notarized Powers of Attorney signed by Each Buyer (ORIGINALS ONLY)
- ☑ Copy of All Buyer(s) Drivers License
- ☑ Copy of Buyers Order / Purchase Agreement / Bill of Sale signed by Buyer(s) and Dealer
- ☑ Odometer Statement signed by Buyer(s) and Dealer
- ☐ Proof of valid North Carolina Insurance with new vehicles added. Out of state policies are not acceptable.
- ☑ Vehicle Color White
- ☑ If a Lienholder: Name and Address of Lienholder
  Bank of America N.A
  PO Box 2759 Jacksonville, FL 32203
- ☑ Retail Contract Signed by Buyer(s) and Dealer
- ☐ For TAX EXEMPT Customers: Must submit MVR 613 Form HUT Exemption Certification
- ☐

Important Note ***If you are claiming reciprocal tax credit for taxes paid to the dealership state, submit the **ORIGINAL** state-specific document/tax affidavit **COMPLETED** with the exact amount of sales tax paid to your state. If applicable, this form must be notarized before submission.***

Title Department:

- ☑ Notarized Manufacturer Certificate of Origin/MCO assigned to purchaser(s), signed by dealer agent with lienholder information.

Check Information:

Make checks payable to: "DMV Nationwide"	**CHECK AMOUNT FOR:**	**$1,312.97**

** If the buyer(s) home state imposes late fees and DMV Nationwide DMV Nationwide receives the documents late the dealer will be billed for the late fee amount. DMV Nationwide provides this information for each transaction on the Tax/Fee Summary.

Please send all of the above documentation (including this page) to:

DMV Nationwide
360 North Congress Ave
Delray Beach, FL 33445

Disclaimer: Interstate Title Solutions, Inc. ("Service") takes reasonable measures to ensure that the data and information provided on/by its website is accurate. The data and/or information that is provided by the Service is "As Available" and all warranties, express or implied are disclaimed. The data and information provided relies on third party and/or state government data, the integrity and timeliness of which is not within the Service's control. In addition, the Service shall not be held liable for any data or information errors or omissions that are a result of information entered or provided by the user. Due to the time sensitivity of the data and/or information the Service will consider a calculation invalid at 31 days, or until such time as a late fee and/or interest accrual schedule begins for the applicable jurisdiction, at which time recalculation may be required. Pursuant to the terms and conditions of membership, all calculations/transactions will expire and become null and void at 91 days from account creation date.

DMV Nationwide

Powered by Interstate Title Solutions, Inc.

[redacted]

TAX / FEE SUMMARY

ACCOUNT #: [redacted]	**VIN:** 1GKS2BKC4GR[redacted]
NAME: N/A N/A [redacted]	**CONTROL #:** N/A
DATE: 12/23/2015	**STOCK #:** N/A
CITY/STATE: [redacted]	**COUNTY:** JACKSON

Breakdown of Registration and Title Fees

Registration Fee	$28.00
Title Fee	$40.00
Tag, Title and Registration Fees	**$68.00**

Breakdown of All Applicable Taxes

3% NC Highway Use Tax (Required for Titling and/or Registration)	$1,244.97
Total Taxes	**$1,244.97**

Payment to NC for Tag, Title & Local Taxes

TAG & TITLE LINE OF BUYER'S ORDER.	**$68.00**
OUT OF STATE TAX LINE OF BUYER'S ORDER.	**$1,244.97**
Check Amount =>	**$1,312.97**

Make checks payable to: **DMV Nationwide**

OTHER

OUT OF STATE DEALER DOCUMENTATION CHARGE	**$160.00**

This charge may represent costs and profit to the dealer for items such as inspecting, cleaning, adjusting vehicles, and preparing documents related to the sale.

TOTAL TO BE COLLECTED FROM THE CUSTOMER	**$1,472.97**

Additional Fees

The State of North Carolina does not impose any penalty for Title/Registration purposes.

Disclaimer: Interstate Title Solutions, Inc. ("Service") takes reasonable measures to ensure that the data and information provided on/by its website is accurate. The data and/or information that is provided by the Service is "As Available" and all warranties, express or implied are disclaimed. The data and information provided relies on third party and/or state government data, the integrity and timeliness of which is not within the Service's control. In addition, the Service shall not be held liable for any data or information errors or omissions that are a result of information entered or provided by the user. Due to the time sensitivity of the data and/or information the Service will consider a calculation invalid at 31 days, or until such time as a late fee and/or interest accrual schedule begins for the applicable jurisdiction, at which time recalculation may be required. Pursuant to the terms and conditions of membership, all calculations/transactions will expire and become null and void at 91 days from account creation date.

360 North Congress Ave, Delray Beach, FL 33445
Phone: 561-276-3040 Fax: 561-276-3160

DMV Nationwide

Powered by Interstate Title Solutions, Inc.

[redacted]

ORIGINAL INFORMATION ENTERED	
ACCOUNT #: [redacted]	**DATE:** 12/23/2015
USERNAME: MARY ANN ANDERSON	**DEALER:** BAKER BUICK GMC CADILLAC
CONTROL NUM: N/A	**STOCK NUM:** N/A

APPLICANT(S) INFORMATION	
APPLICANT LAST NAME:	[redacted]
APPLICANT CITY/COUNTY/STATE:	WEBSTER / JACKSON COUNTY/ NC
APPLICANT IN MILITARY?	N/A
CO APPLICANT IN MILITARY?	N/A
VEHICLE INFORMATION	
VIN:	1GKS2BKC4GF[redacted]
VEHICLE:	NEW - SPORTS UTILITY - 2016
VEHICLE USE:	PRIVATE
SPECIFICATIONS:	**SHIP WEIGHT:** 5597 **LBS / CARRY CAPACITY:** 0 **LBS / GVWR:** 0 **LBS**
	CC's: N/A **/ FUEL TYPE:** UNLEADED **/ Average EPA MPG:** 0
TRANSACTION INFORMATION	
TRANSACTION TYPE:	PURCHASE (DRIVING OFF LOT)
PURCHASE DATE:	12/23/2015
PRICING:	**MSRP:** $0.00 **/ Purchase Price:** $64,000.00
	Dealer Service Fee: $499.00 **/ Other Taxable Amounts:** $0.00
TAG TYPE:	NEW
LIENHOLDER:	YES (1)
TRADE-IN / TRANSFER INFORMATION	
TRADE-IN PRICE:	$23,000.00
TRADE-IN PAYOFF AMOUNT:	$0.00
TRADE-IN WEIGHT:	0 LBS
APPLICANT NAME ON TRADE IN:	N/A
LICENSE EXPIRATION DATE:	12/23/2016
WAS THIS REGISTRATION A LEASE:	N/A
TRANSFERRED VIN:	N/A
TRANSFERRED WEIGHT:	0
TRANSFERRED GVWR:	0
TRANSFERRED YEAR:	0
TRANSFERRED USE:	N/A
TRANSFERRED VEHICLE TYPE:	N/A
TRANSFER SAME NAME:	N/A
TRANSFER SAME CORPORATION:	N/A

DMV Nationwide

Acknowledgement Form

In the state of South Carolina, the dealer is responsible for titling any motor vehicle purchased or leased through their dealership. Your dealer contracts DMV Nationwide to provide titling services to you.

DMV Nationwide specializes in out-of-state registration and titling transactions and the services include the following:

- ✓ Completion of all required state applications for registration and titling including any tax forms
- ✓ Collection & submittal of any fees and/or taxes required and due to your home state for registration and titling
- ✓ Directly mail your plate(s)/registration card/title (if applicable) when completed. Processing time varies per state (please allow 2-6 weeks) and is dependent on having completed documentation including any type of inspection(s) if applicable.

The following estimated fees and/or taxes are collected and submitted to DMV Nationwide by your dealer in order to complete registration and titling in your home state:

Estimated Tag, Title, Registration, Service Fees and/or Taxes: $ _____
*Specialty plates are available per request in some states for an additional cost

Sales Tax paid to the State of South Carolina: $ _____

The fees and taxes listed above are based on state laws. Once your home state receives all documents, a credit may apply or additio[redacted] will be refunded.

I (We), [redacted] 12/23/15 understand
(DATE)

that I (We) may owe additional taxes/fees to my (our) home state if;

- **If the state in which the vehicle is being registered/titled does not allow tax credit for sales tax paid to the State of South Carolina**
- **If the state in which the vehicle is being registered/titled imposes a rate higher than South Carolina's tax rate(s)**
- **If laws change pertaining to tax liabilities and registration fees to your home state**
- **If there is any proration in fees/taxes from the date of purchase to the date the DMV issues the plate and/or title**

DISCLAIMER Due to the complexity and continuous modification of State laws; Service Provider, its employees, officers and/or agencies expressly deny any warranty of accuracy, reliability or timeliness of any information published by Service Provider, and Service Provider shall not be held liable for any damages or losses caused by reliance upon the accuracy, reliability or timeliness of such information. Any person, organization, corporation, partnership, association, or entity that relies upon such information obtained from this system does so at their own risk, with the understanding that information may not be completely accurate, reliable or up to date. Information provided on the Service Provider's website, is intended to allow User immediate calculation based on public information, as an accurate estimate only. While all attempts are made on behalf of Service Provider to provide accurate, current and reliable information, User recognizes the possibility of obtaining erroneous, inaccurate or out-of-date data, which may be utilized by Service Providers systems in the calculations which provide data to User. Service Provider shall not be liable for any tax rate or fee rate changes or inaccurate information obtained from government agencies, government publications or any other publication used in Service Provider's website. Inaccuracies described above, may require User to collect reasonable additional fees in addition to the original values calculated by Service Provider systems to comply with changes in state, county, municipality, city, township, districts or any other governing agency's charges, duties, taxes or any fee required to register and/or title a motor vehicle in the jurisdiction. Results computed by the system are only a direct result of the information keyed in by the User. Service Provider assumes that the information input into the system is accurate and reliable.

A representative from DMV Nationwide may contact you if more information or money is needed to complete your transaction. If you have any question regarding registration and titling please free to call us at 561-276-3040.

360 North Congress Ave., Delray Beach, FL 33445
Phone: (561)-276-3040 Toll Free (866)-725-4491
Fax: (561)-276-3160
www.dmvnationwide.com

North Carolina

SAFETY INSPECTION REQUIRED

AFTER Title and Registration

- **EXEMPT VEHICLES**: Vehicles 35 years old or older.
- **REQUIREMENTS FOR TESTING**:
  - A North Carolina vehicle safety inspection is required within 10 days of receiving a North Carolina license plate or by the last day of the month printed on the inspection sticker.
  - There is a $13.60 charge
  - Most service stations, automobile dealerships and vehicle repair garages are licensed inspection stations.

EMISSIONS INSPECTION REQUIRED

AFTER Title and Registration

For Residents of the following counties only:

Alamance	Catawba	Franklin	Johnston	Onslow	Stanly
Brunswick	Cleveland	Gaston	Lee	Orange	Stokes
Buncombe	Craven	Granville	Lenoir	Pitt	Surry
Burke	Cumberland	Guilford	Lincoln	Randolph	Wake
Cabarrus	Davidson	Harnett	Mecklenburg	Robeson	Wayne
Caldwell	Durham	Haywood	Moore	Rockingham	Wilkes
Carteret	Edgecombe	Henderson	Nash	Rowan	Wilson
Chatham	Forsyth	Iredell	New Hanover	Rutherford	Union

- **EXEMPT VEHICLES**: Current Year Model Vehicles, diesel vehicles, and Motorcycles.
- **REQUIREMENTS FOR TESTING**:
  - A North Carolina emissions inspection is required within 10 days of receiving a North Carolina license plate.
  - There is a $30.00 charge for this inspection.

I/We understand that I/we are responsible for obtaining any inspections required by my state of residency and failure to [redacted]ehicle, and may incur late fees and penalties determined by my

Date

1350

STATE OF SOUTH CAROLINA
DEPARTMENT OF REVENUE

AFFIDAVIT FOR INTENT TO LICENSE MOTOR VEHICLE, TRAILER, SEMITRAILER OR POLE TRAILER PURCHASED IN SOUTH CAROLINA IN PURCHASER'S STATE OF RESIDENCE

ST-385
(Rev. 3/26/08)
5056

STATE OF SOUTH CAROLINA)
)
COUNTY OF)

AFFIDAVIT

Personally appears the below named affiant, who being duly sworn, deposes and says that he is a non-resident of the State of South Carolina, that the information hereinafter set forth is true and correct of his own knowledge and is made a part of this affidavit, and that he has read and understands the provisions of Section 12-36-930, Code of Laws of South Carolina, 1976, As Amended, and the instructions which are printed on the reverse side of this affidavit.

Name of Purchaser [redacted]

Purchaser's Social Security/Federal Employer Identification Number [redacted]

Purchaser's Address [redacted]

Purchaser's Telephone [redacted]

Name of Seller Baker Buick GMC Cadillac

Seller's Address 1621 Savannah Hwy, Charleston, SC 29407
(Street) (City) (State) (Zip)

Seller's Retail License Number [redacted]
(000-00000-0)

Date of Sale Dec 23 2015
(Month) (Day) (Year)

DESCRIPTION OF MOTOR VEHICLE, TRAILER, SEMITRAILER, OR POLE TRAILER

Make GMC Model Yukon Year 2016

Vehicle Identification Number 1GKS2BKC4GR[redacted] New ☑ Used ☐

Sales Price $ 63,660.00 Trade-In Allowance $ 24,250.00 Net Amount Paid $ _____

Amount of Sales Tax Paid $ _____ Sales Tax Rate in Purchaser's State _____
(Not to exceed $300.00, except for pole trailers)

This motor vehicle, trailer, semitrailer or pole trailer will be licensed in the State of [redacted]
within ten (10) days from the date of purchase.

Sworn to and subscribed before me

this 23 day of Dec, year of 2015.

Notary Public for South Carolina

Original - Retained by Purchaser **INSTRUCTIONS - SEE REVERSE SIDE** Copy - Provided to Seller

[redacted]

LIMITED POWER OF ATTORNEY/MOTOR VEHICLE TRANSACTION

This Limited Power of Attorney (the "Agreement") is made and effective this 23 day of Dec, 2015

BETWEEN: **DMV Nationwide ("DMVN") c/o Authorized Appointee on behalf of Interstate Title Solutions, Inc.** (the "Attorney-in-Fact"), a corporation organized and existing under the laws of the State of Florida, with its head office located at 360 N. Congress Avenue, Delray Be[redacted]

AND: Purchaser[redacted]

(the "Client(s)"), whose residence is located in the State of [redacted] at [redacted]

The undersigned does/do hereby make, constitute and appoint the above corporation c/o their authorized appointee their true and lawful Attorney-in-Fact to represent them with respect to the following described vehicle:

Year: 2016	Make: GMC	Body: SUV	Model: Yukon
VIN # 1GKS2BKC4GR[redacted]		Title Number: MSO	

Attorney-in-Fact is authorized to sign and act for the Client/s to apply for an original or replacement Certificate of Title, to register, transfer title and record a lien(s), if applicable, to said vehicle and to perform on the Client's/s' behalf any act or thing whatsoever concerning the described vehicle in every respect as if the Client/s could do if personally present and for no other purposes whatsoever. The Attorney-in-Fact is further authorized to collect information regarding titling and/or registration, such as but not limited to copies of the registration and or receipts for the transaction, that may be covered under any applicable state or federal privacy act/law.

This Limited Power of Attorney shall be in full force and effect until such time as the vehicle is properly titled and/or registered and the receipts or copies of the receipts have been obtained by DMV Nationwide.

[redacted] f perjury, declare/s that they have read the foregoing (document) and that the facts stated in [redacted] ed on the date first above written.

Co-purchaser (Co-applicant) signature

Authorized agent signature

Print name and if signing for corporation title for authorized agent

State of SC County of Chas

On this the 23 day of Dec, 2015 before me a notary public, the owner applicant and, if applicable the co-owner applicant personally appeared, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged that he/she/they executed the same for the purposes therein contained.

In witness hereof, I hereunto set my hand and official seal. (Seal)

Signatur[redacted] Print Name Toni Lynn Venters, Notary Public

DMVN c/o Authorized Appointee on behalf of Interstate Title Solutions, Inc. office use only

Authorized appointee Name is _____, Title Clerk

Under penalties of perjury, I declare that I have read the foregoing (document) and that the facts stated in it are true and correct and that I am an authorized representative of DMVN on behalf of Interstate Title Solutions, Inc.

This document is executed and signed by the authorized appointee this _____day of _____,20____

Signature of Appointee

LIMITED POWER OF ATTORNEY/MOTOR VEHICLE TRANSACTION

This Limited Power of Attorney (the "Agreement") is made and effective this 23 day of Dec, 20 15.

BETWEEN: **DMV Nationwide ("DMVN") c/o Authorized Appointee on behalf of Interstate Title Solutions, Inc.** (the "Attorney-in-Fact"), a corporation organized and existing under the laws of the State of Florida, with its head office located at 360 N. Congress Avenue, Delray [redacted]

AND: Purcha[redacted]

(the "Client(s)"), whose residence is located in the State of [redacted] at [redacted]

The undersigned does/do hereby make, constitute and appoint the above corporation c/o their authorized appointee their true and lawful Attorney-in-Fact to represent them with respect to the following described vehicle:

Year: 2016	Make: GMC	Body: SUV	Model: Yukon
VIN # 1GKS2BKC4GR[redacted]		Title Number: MSO.	

Attorney-in-Fact is authorized to sign and act for the Client/s to apply for an original or replacement Certificate of Title, to register, transfer title and record a lien(s), if applicable, to said vehicle and to perform on the Client's/s' behalf any act or thing whatsoever concerning the described vehicle in every respect as if the Client/s could do if personally present and for no other purposes whatsoever. The Attorney-in-Fact is further authorized to collect information regarding titling and/or registration, such as but not limited to copies of the registration and or receipts for the transaction, that may be covered under any applicable state or federal privacy act/law.

This Limited Power of Attorney shall be in full force and effect until such time as the vehicle is properly titled and/or registered and the receipts or copies of the receipts have been obtained by DMV Nationwide.

[redacted] of perjury, declare/s that they have read the foregoing (document) and that the facts stated in [redacted]uted on the date first above written.

[redacted]

Co-purchaser (Co-applicant) signature

Authorized agent signature

Print name and if signing for corporation title for authorized agent

State of SC County of Chas

On this the 23 day of Dec, 20 15 before me a notary public, the owner applicant and, if applicable the co-owner applicant personally appeared, personally known to me (or proved to me on the basis of satisfactory evidence) to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged that he/she/they executed the same for the purposes therein contained.

In witness hereof, I hereunto set my hand and official seal. (Seal)

Signat[redacted] Print Name Toni Lynn Venters, Notary Public

DMVN c/o Authorized Appointee on behalf of Interstate Title Solutions, Inc. office use only

Authorized appointee Name is _____, Title Clerk

Under penalties of perjury, I declare that I have read the foregoing (document) and that the facts stated in it are true and correct and that I am an authorized representative of DMVN on behalf of Interstate Title Solutions, Inc.

This document is executed and signed by the authorized appointee this _____ day of _____, 20____

_____

Signature of Appointee

South Carolina Department of Motor Vehicles

Application for Certificate of Title and Registration for Motor Vehicle or Manufactured Home/Mobile Home

Form 400
(Rev. 4/10)

No strikeovers, erasures, or correction fluid is acceptable on this form. For more information, visit our website at www.scdmvonline.com or call our Customer Call Center at (803) 896-5000.

SECTION A ☐ **EXPEDITE** *(additional $20.00 fee)* Check here to expedite this title.

Check the box next to the type of transaction you need. Please enclose the required documents and fees with your completed and signed application. For expedited services (within 3 business days) include an additional $20.00 fee. Make checks payable to: SC DMV. **DO NOT SEND CASH.**

☑ **NEW TITLE & REGISTRATION**
1) Manufacturer Certificate of Origin (MCO) or Title
2) Paid Property Tax Receipt
3) **$15.00** title fee and
4) Regular registration fee.
5) Sales Tax (5% of selling price or $300.00 max.)
6) Insurance Information

☐ **TITLE AND PLATE TRANSFER**
1) Manufacturer Certificate of Origin (MCO) or Title
2) List Previous Tag # _____
3) Previous registration in owner's name.
4) **$15.00** title
5) **$10.00** transfer fee
6) Sales Tax (5% of selling price or $300.00 max.)
7) Insurance Information

☐ **TITLE FOR MOBILE OR MANUFACTURED HOME**
1) Manufacturer Certificate of Origin (MCO) or Title.
2) Consumer Insulation Report required for $300.00 sales tax cap, if mobile home is energy efficient
3) **$15.00** title fee

☐ **TITLE ONLY**
1) Manufacturer Certificate of Origin (MCO) or Title.
2) **$15.00** title fee
3) Sales Tax (5% of selling price or $300.00 max.)

☐ **DUPLICATE TITLE**
1) ___ Lost ___ Stolen or ___ Destroyed Title
2) **$15.00** title fee.

☐ **LEASED VEHICLE**
1) Do not complete Section D. Complete Section E and all other applicable sections.

MAIL YOUR APPLICATION TO:
SC DMV
P.O. Box 1498 - 10311 Wilson Blvd.
Blythewood, SC 29016 - 0024

SECTION B - VEHICLE INFORMATION *Please print or type in black ink only.*

VEHICLE IDENTIFICATION NUMBER	MAKE	YEAR MAKE	BODY STYLE	MODEL	EMPTY WEIGHT	GVW
1GKS2BKC4GR[redacted]	GMC	2016		YUKON	5597	

SECTION C - ODOMETER MILEAGE *(Miles not kilometers)*

FEDERAL AND STATE LAW REQUIRES THAT YOU STATE THE MILEAGE IN CONNECTION WITH THE TRANSFER OF OWNERSHIP. FAILURE TO COMPLETE OR PROVIDING A FALSE STATEMENT MAY RESULT IN FINES AND/OR IMPRISONMENT.

I STATE THAT THE ODOMETER **NOW** READS 10 (NO TENTHS) AND TO THE BEST OF MY KNOWLEDGE THAT IT REFLECTS THE **ACTUAL MILEAGE** OF THE VEHICLE DESCRIBED ABOVE **UNLESS** ONE OF THE FOLLOWING STATEMENTS IS CHECKED:

CAUTION

DO NOT CHECK ONE OF THE FOLLOWING UNLESS IT APPLIES.

☐ EXEMPT

☐ I CERTIFY THAT TO THE BEST OF MY KNOWLEDGE THE ODOMETER READING REFLECTS THE AMOUNT OF MILEAGE IN EXCESS OF ITS MECHANICAL LIMITS

☐ I CERTIFY THAT THE ODOMETER READING IS NOT THE ACTUAL MILEAGE. **WARNING ODOMETER DISCREPANCY.**

SECTION D - OWNER INFORMATION *Your complete legal name must be used on all title and registration documents.*

[redacted] RST, MIDDLE)		SC CUSTOMER NO., DRIVER LICENSE NO., SOC. SEC., OR FEIN [redacted]	DATE OF BIRTH 10/16/1967
DDLE)	SHARED OWNERSHIP ☐ AND ☐ OR	S[redacted], OR FEIN	DATE OF BIRTH

PRIMARY OWNER'S RESI[redacted] IF APPLICABLE)	CITY [redacted]	STATE [redacted]	ZIP CODE [redacted]	COUNTY
MAILING ADDRESS (IF DIFFERENT FROM ABOVE)	CITY	STATE	ZIP CODE	COUNTY
ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE)	CITY	STATE SC	ZIP CODE	COUNTY

DAYTIME TELEPHONE NUMBER	TEMPORARY ADDRESS (IF APPLICABLE)	EXPIRATION OF TEMPORARY ADDRESS

SECTION E - LEASING INFORMATION *Complete only for a leased vehicle.*

LEASING COMPANY NAME	PHONE NO.	CONTACT PERSON	CUSTOMER NO.

ADDRESS	CITY	STATE	ZIP CODE

NAME OF LESSEE (PERSON LEASING VEHICLE)	DRIVER LICENSE NO., SOC. SEC. NO., OR FEIN	DATE OF BIRTH

LESSEE'S SC RESIDENCE STREET ADDRESS (APT. NO. IF APPLICABLE)	CITY	STATE SC	ZIP CODE	COUNTY
LESSEE'S MAILING ADDRESS (IF DIFFERENT FROM ABOVE)	CITY	STATE	ZIP CODE	COUNTY
ADDRESS WHERE VEHICLE IS HOUSED (IF DIFFERENT FROM ABOVE)	CITY	STATE SC	ZIP CODE	COUNTY

SECTION F - LIEN INFORMATION *If you are a lienholder, are you a SC ELT participant?* ☐ *YES* ☐ *NO*

CUSTOMER NO., OR FEIN	LIENHOLDER NAME (FIRST LIEN) Write "None" if vehicle is paid in full. BANK OF AMERICA, N.A.	DATE OF LIEN 23 DEC 2015	CONTACT PERSON	TELEPHONE NUMBER
MAILING ADDRESS PO BOX 2759		CITY JACKSONVILLE	STATE FL	ZIP CODE 32203
CUSTOMER NO., OR FEIN	LIENHOLDER NAME (SECOND LIEN)	DATE OF LIEN	CONTACT PERSON	TELEPHONE NUMBER
MAILING ADDRESS		CITY	STATE	ZIP CODE

< This section intentionally left blank >

SECTION G - SALES TAX EXEMPTION *Complete this section if you are entitled to a sales tax exemption and sign in the space provided verifying the exemption.*

VEHICLE PURCHASED FROM INDIVIDUALS AND TITLED IN SOUTH CAROLINA ARE SUBJECT TO SALES TAX UNLESS EXEMPT. THE TAX IS 5% OF THE SALES PRICE UP TO A MAXIMUM OF $300.00. (MOBILE HOMES ARE CALCULATED DIFFERENTLY.)

☐ THE VEHICLE WAS TRANSFERRED FROM: ◯ MY PARENT ◯ MY SPOUSE ◯ MY CHILD ◯ MY BROTHER/SISTER ◯ MY GRANDPARENT ◯ MY GRANDCHILD

☐ THE VEHICLE WAS TRANSFERRED TO ME AS: ◯ LEGAL HEIR ◯ BENEFICIARY ◯ DISTRIBUTEE

☐ I AM NON-RESIDENT MILITARY PERSONNEL ☐ THE VEHICLE WAS A BONAFIDE GIFT SIGNATURE _____

SECTION H - ADDITIONAL INFORMATION

DATE OF PURCHASE	DATE FIRST OPERATED IN S.C.	ENERGY EFFICIENT MANUFACTURED/MOBILE HOME?
12/23/15	12/23/15	☐ YES ☐ NO

NEW OR USED?	PRIOR TITLE NUMBER	PRIOR TITLE STATE
NEW	MSO	

THE VEHICLE DESCRIBED ON THIS APPLICATION IS: ☐ REBUILDABLE ☐ NON REBUILDABLE

THE VEHICLE SUSTAINED THE FOLLOWING DAMAGE: ☐ COLLISION ☐ FIRE ☐ WATER ☐ STOLEN (RECOVERED) ☐ STOLEN (UNRECOVERED)

AGENCY REFERENCE NUMBER

Calculate the Salvage Percentage: SALVAGE% _____ Predamaged Value _____ Estimate for Repairs _____ Percentage _____

SECTION I - SELLER INFORMATION *Applicant should initial verifying the sales price of the vehicle.*

SELLER OR DEALER NAME	SC DEALER/WHOLESALER NUMBER	SC SALES TAX NUMBER	SALES PRICE
BAKER BUICK GMC CADILLAC	36057	[redacted]	63660.00

ADDRESS	CITY	STATE	ZIP CODE
1621 SAVANNAH HIGHWAY	CHARLESTON	SC	29407

SECTION J - INSURANCE CERTIFICATION

A VEHICLE MUST BE INSURED WITH LIABILITY INSURANCE COVERAGE WHEN IT IS REGISTERED AND IT MUST REMAIN INSURED WHILE REGISTERED, WHETHER OR NOT IT IS OPERATED, OR THE UNINSURED MOTORIST FEE MUST BE PAID. PENALTIES ARE SEVERE FOR VIOLATION OF THIS REQUIREMENT.

UNDER PENALTIES OF PERJURY, I (WE) DECLARE THAT THIS VEHICLE IS **INSURED** BY A **LIABILITY INSURANCE** POLICY ISSUED THROUGH AN INSURANCE COMPANY LICENSED TO DO BUSINESS IN SOUTH CAROLINA AND IT WILL REMAIN INSURED THROUGHOUT THE REGISTRATION PERIOD.

NAME OF INSURANCE COMPANY National General

SECTION K - DONATE LIFE SC

YES, I WISH TO DONATE $5.00, MORE OR LESS, TO DONATE LIFE SC. AMOUNT OF DONATION: $_____.00

SECTION L - SIGNATURE OF OWNER

UNDER PENALTIES OF PERJURY, I DECLARE THAT I AM THE OWNER OF THIS VEHICLE AND REQUEST THAT A SOUTH CAROLINA CERTIFICATE OF TITLE AND/OR REGISTRATION BE ISSUED. I FURTHER CERTIFY THAT THE INFORM[redacted]TWLEDGE. THE VEHICLE IS SUBJECT TO THE LIENS NAMED AND NO OTHERS. ALSO, IF REGISTERING A COMMERCIAL VEHICLE OVER 10,000 lbs., I CERTIF[redacted]Y REGULATIONS AND/OR FEDERAL HAZARDOUS MATERIALS REGULATIONS

SIGNAT[redacted] AUTHORIZED AGENT (ATTACH POWER OF ATTORNEY IF APPLICABLE) 12/23/2015 DATE

DISCLOSURE STATEMENT

56-3-240 (SOUTH CAROLINA CODE OF LAWS) - THE DEPARTMENT SHALL OBTAIN THE FEDERAL EMPLOYER IDENTIFICATION NUMBER OR SOCIAL SECURITY NUMBER WHEN A VEHICLE IS REGISTERED WITH A GROSS VEHICLE WEIGHT OF MORE THAN 26,000 POUNDS OR A BUS COMMON CARRIER. THE DRIVER PRIVACY PROTECTION ACT OF 1994 (DPPA), 18 USC SECTION 2721-2725 RESTRICT THE DISCLOSURE OF PERSONAL INFORMATION CONTAINED IN OUR RECORDS.

PENALTY FEES

FAILURE TO REGISTER WITHIN 45 DAYS OF THE DATE OF PURCHASE OR THE DATE OF OPERATION IN SOUTH CAROLINA WILL RESULT IN PENALTY FEES IN ADDITION TO REGULAR TITLE AND/OR REGISTRATION FEES. THE LATE PENALTY FEE SCHEDULE IS AS FOLLOWS:

46 - 60 DAYS LATE - $10.00 61 - 75 DAYS LATE - $25.00 76 - 135 DAYS LATE - $50.00 OVER 135 DAYS LATE - $75.00

THIS SECTION FOR DMV USE ONLY

CHECK APPROPRIATE BOX: ☐ BRAND ☐ NO BRAND

RATED BY	TRANSACTION FEES	
OFFICE/OFFICE NUMBER	EXPEDITED FEE	WEIGHT INCREASE
PLATE NUMBER	LICENSE FEE	TRANSFER
EXPIRATION DATE	UNINSURED FEE	TITLE
PLATE CLASS	USE OR SALES TAX	DONATE LIFE SC
SUSPENSE REASON	PENALTY	TOTAL

CERTIFICATE OF ORIGIN FOR A VEHICLE

[redacted]

GM

RBLPD019

DATE
11/03/15

INVOICE NO.
[redacted]

VEHICLE IDENTIFICATION NO.
1GKS2BKC4GR[redacted]

YEAR
2016

MAKE
GMC TRUCK

BODY TYPE
YUKON 4WD 4-DOOR SUV

SHIPPING WEIGHT
5597

H.P. (S.A.E.)	G.V.W.R.	NO. CYLS.	SERIES OR MODEL
45.7	7300	08	TK15706

N.T.R.
1/2

I, the undersigned authorized representative of the company, firm or corporation named below, hereby certify that the new vehicle described above is the property of the said company, firm or corporation and is transferred on the above date and under the Invoice Number indicated to the following distributor or dealer.

NAME OF DISTRIBUTOR, DEALER, ETC.

25732 SXZFVM

BAKER BUICK GMC CADILLAC
1621 SAVANNAH HIGHWAY
CHARLESTON SC 29407-2236

It is further certified that this was the first transfer of such new vehicle in ordinary trade and commerce.

****
* THIS VEHICLE*
* HAS A *
* 50-STATE *
* EMISSION *
* SYSTEM *
****

GENERAL MOTORS LLC

BY: [redacted]
(SIGNATURE OF AUTHORIZED REPRESENTATIVE) (AGENT)

[redacted]

DETROIT MI 48243-1114
CITY - STATE

GM 521 REV. 10-05 [redacted]

[redacted]

SC
Chas

31e057

23 Dec 15

[redacted]

Notary Public

NAME OF PURCHASER'S

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER By

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

Notary Public

NAME OF PURCHASER'S

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER By

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

Notary Public

NAME OF PURCHASER'S

ADDRESS

I certify to the best of my knowledge that the odometer reading is No Tenths

DEALER By

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me before this day of 20

Notary Public

Federal law requires you to state the odometer mileage in connection with the transfer of ownership. Failure to complete or provide a false statement may result in fines and/or imprisonment.

I certify to the best of my knowledge that the odometer reading is the actual mileage of the vehicle unless one of the following statements is checked. Odometer Reading NO Tenths ☐ The mileage stated is in excess of its mechanical limits ☐ The odometer reading is not the actual mileage

WARNING ODOMETER DISCREPANCY

Signature of Seller(s) Date of Statement Date of Sale

Printed Name(s) of Seller(s) Seller's Fax

Being duly sworn upon oath says that the statements set forth are true and correct. Subscribed and sworn to me

Signature of Purchaser(s)

Printed Name of Purchaser(s) before this day of 20

Company Name (if Applicable) Notary Public

Address of Purchaser(s) State of

County of

NOTARIZATION ONLY IF REQUIRED BY STATE LAW OR INSTRUCTION

Bank of America N.A
PO Box 02759 Jacksonville, FL 32203

GM521 REV. 1-2000

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me BAKER BUICK GMC CADILLAC
(Seller) (Dealer Retail Tax #)

1621 SAVANNAH HWY CHARLESTON, SC 29407
(Address)

who being duly sworn, deposes and says that on the 23RD day of DEC 20 15 .

he sold the following motor vehicle: Make GMC Model YUKON

Year 2016 Identification (Serial) No. 1GKS2BKC4GR[redacted]

License No. _____ to [redacted]
(Buyer)

[redacted]
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder BANK OF AMERICA, N.A. Amount 6

Address PO BOX 2759 JACKSONVILLE FL 32203 Date 23 DEC 2015

I certify that the odometer now reads 10 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) 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.

[redacted]
(Seller)

BAKER BUICK GMC CADILLAC
(Seller's Name)

[redacted]
(Signature of Buyer)

[redacted]
(Print Buyer's Name)

Property Tax Section

Check One:

✓ Purchase License Plate

D.L. Number [redacted]

License Plate Issued _____

[redacted] plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE. PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

BAKER MOTOR COMPANY

INITIAL PRIVACY NOTICE

Baker Cadillac,LLC
1621 Savannah hwy
Charleston, SC 29407

In connection with your transaction, we may obtain nonpublic personal information about you and that information is handled as stated in this notice.

1) We collect personal, nonpublic information about you from the following sources:

   a. Information that we receive from you on an application for credit or similar forms;

   b. Information about your transactions with us and others; and,

   c. Information from a consumer reporting agency.

2) Please be aware that it is our policy to disclose the above nonpublic personal information only to those companies that perform marketing services on our behalf or to other financial institutions with which we have joint marketing agreements.

3) We do not disclose any nonpublic personal information about you to anyone other than as permitted by law.

4) Further, we restrict access to your nonpublic personal information only to those employees who need to know that information to provide products or services to you. Employees cannot use your information for any other purpose. For safety, we maintain physical, electronic, and procedural safeguards that comply with federal regulations to further guard you nonpublic personal information.

[redacted]

X _____ 12/23/2015

Cli[redacted] Date

Deal #: 0 Stock #: [redacted]

GM OrderWORKBENCH

DV02 Report a Vehicle Delivery

Current as of:. 12/26/2015 - 12:34 PM EST

Transaction Mode:	Online
User ID:	1w7bk3
User Role:	Dealer Administrator
Timestamp Date:	2015-12-26 12:34:02.082035
Status	Successfully Submitted

Vehicle Identifier

Division:	GMC
Dealer Code:	25732
Delivery Date:	12/26/2015
Delivery Type:	Retail
Purchase Type:	010 - Individual Purchase
Sales Manager:	DWAYNE SCHURLKNIGHT
Sales Person:	CARLOS WHITE
VIN 1:	1GKS2BKC4GF[redacted]
Odometer 1:	10

Customer

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

© 2008 General Motors. All Rights Reserved.

BAKER
BUICK GMC CADILLAC

ARBITRATION AGREEMENT

Customer and Dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between them in connection with or any way related to the vehicle or its sale, repairs, service, warranty, extended warranty, credit life, disability insurance, condition of vehicle, or financing, tortuous conduct, or other related matters or any other vehicles shall be settled by binding arbitration conducted according to the Consumer Rules and Protocol of the American Arbitration Association. The Customer and Dealer agree that any dispute regarding the existence, validity and arbitrability of this arbitration clause or whether a matter is subject to arbitration under this agreement shall be resolved by arbitration. It Is specifically agreed among the parties that this contract and all disputes, demands or claims between Customer and Dealer are subject to and governed by the provisions of 9 U.S.C §1, et seq. The Dealer shall pay an amount equal to the current fee for filing a complaint in the circuit court in connection with the arbitration hereunder. In the event any provision of this arbitration clause shall be held invalid, illegal, or unenforceable, the validity, legality, and enforceability of the remaining provision shall not be affected or impaired thereby.

The Customer and Dealer further agree that no additional parties may be joined or consolidated in any arbitration held pursuant to this agreement not may any arbitration proceed as a class action.

Any arbitration hearing to resolve such claims will be conducted within the federal judicial district and division encompassing Baker Motor Company's dealer facility.

[redacted] 12/23/15
Client Signature Date

[redacted] 12/23/15
B Date

Baker Buick GMC Cadillac, 1621 Savannah Highway, Charleston, SC 29407 Phone: 843-852-4000 Fax: 843-852-4038
www. BakerMotorCompany.com

Mercedes-Benz SPRINTER smart PORSCHE INFINITI JAGUAR LAND ROVER GMC

BAKER
MOTOR COMPANY

2. I understand and agree that receipt of this vehicle is subject to the CONTRACT and Credit APPROVAL by the lender or leasing company, if applicable. If the application or contract is rejected by the lender or leasing company, the vehicle must be returned to Baker Cadillac LLC within 24 hours.

2. I understand and agree that I am solely responsible for adding this vehicle to my Auto insurance policy.

[redacted]

Client Signature

12/23/15
Date

1. I understand and agree [illegible]
Credit APPROVAL by the [illegible]

Baker Cadillac, LLC.
1621 Savannah Hwy Charleston SC 29407
843-852-4000

BAKER

[redacted]
New 2016 GMC Yukon, 10 Miles
Agreed price: $63,660.00

Cash down: $0.00
Trade: $24,250.00
Lien payoff: $26,985.49

Amt. Fin. $68,409.74 **Rebate(s):** $0.00
Base Pmt.: 75 mos. at 2.99% APR, $1,002.37

Premium	Preferred	Value	A La Carte
CNA Parts and Labor Agreement Covers your vehicle in the event of mechanical failure beyond the warranty period. Automotive Preferred Care - New 120/120000 Deductible:Disappearing	CNA Parts and Labor Agreement Covers your vehicle in the event of mechanical failure beyond the warranty period. Automotive Preferred Care - New 120/120000 Deductible:Disappearing	CNA Parts and Labor Agreement Covers your vehicle in the event of mechanical failure beyond the warranty period. Automotive Preferred Care - New 120/120000 Deductible:Disappearing	Tire and Wheel Repairs or Replaces tire and wh due to damage from road hazarc Preferred Tire Care Plus (2012) - 24 Months New
GAP Covers most or all of the difference between the net balance of your retail installment sales contract and the insurance settlement value if your vehicle is declared a total loss. Gap Preferred Program - 78 Months New	Tire and Wheel Repairs or Replaces tire and wheel due to damage from road hazards. Preferred Tire Care Plus (2012) - 24 Months New	Tire and Wheel Repairs or Replaces tire and wheel due to damage from road hazards. Preferred Tire Care Plus (2012) - 24 Months New	GAP Covers most or all of the differen between the net balance of your retail installment sales contract and the insurance settlement val if your vehicle is declared a total loss. Gap Preferred Program - 78 Months New
Tire and Wheel Repairs or Replaces tire and wheel due to damage from road hazards. Preferred Tire Care Plus (2012) - 24 Months New	Appearance Protection Interior and exterior protection that includes fabric, paint and vinyl/ leather protection.Certain warranties apply. Interior Exterior	Appearance Protection Interior and exterior protection that includes fabric, paint and vinyl/ leather protection.Certain warranties apply. Interior Exterior	
Appearance Protection Interior and exterior protection that includes fabric, paint and vinyl/ leather protection.Certain warranties apply. Interior Exterior	Paintless Dent Protection No evasive repair of minor dings and dents. Unlimited number of service visits allowed. 12-24 Months		
Paintless Dent Protection No evasive repair of minor dings and dents. Unlimited number of service visits allowed. 12-24 Months			
75	75	75	75
$1,112	$1,100	$1,089	$1,033

All terms, conditions, payment amounts and APR are estimates only that are subject to final lender approval. All options set forth above have been fully explained to me. I selected the payment option indicated and understand that the purchase of any option is not required, that options may be purchased separately, and that my decision to purchase or not will HAVE NO EFFECT on my APR, credit approval, or ability to obtain financing. According to the Gramm Leach Bliley Act, I have been advised of the Dealer Privacy Notice Law, and further authorize the Dealer to send my Nonpublic Personal Information to Dealer's vendors.

12/23/2015 5:36:49 PM EST

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Prepared by Jeff Whitman

BAKER

Baker Buick GMC Cadillac
1621 Savannah Highway
Charleston, SC 29407

Customer: [redacted]
Date: 12/23/2015
Prepared By: Jeff Whitman
Vehicle: GMC Yukon
APR: 2.99
Sell Price: $63,660.00

CUSTOMER ACCEPTS COVERAGE

[redacted] confirms that the following products were presented as below and accepted.

CUSTOMER DECLINES COVERAGE

[redacted] confirms that the following products were presented as below and declined. These products are offered as part of the vehicle sale transaction and may not be available after the fact, in retrospect, or as stand-alone products.

$57.99/mo. **CNA Parts and Labor Agreement**
Covers your vehicle in the event of mechanical failure beyond the warranty period.
Coverage: Automotive Preferred Care - New
Term: 120/120000
Deductible: Disappearing
Price: N/A

$11.72/mo. **GAP**
Pays the difference between your loan balance and your insurance settlement, in the event of a total loss.
Coverage: Gap Preferred Program - 78 Months New
Price: N/A

$18.67/mo. **Tire and Wheel**
Coverage: Preferred Tire Care Plus (2012) - 24 Months New
Price: N/A

$11.65/mo. **Paintless Dent Protection**
No evasive repair of minor dings and dents. Unlimited number of service visits allowed.
Coverage: 12-24 Months
Price: N/A

$9.80/mo. **Appearance Protection**
Interior and exterior protection that includes fabric, paint and vinyl/leather protection. Certain warranties apply.
Coverage: Interior Exterior
Price: N/A

[redacted]

Customer Signat[redacted] _____ Date: 12/23/15

CoBuyer Signatu[redacted] _____ Date: _____

All terms, conditions, payment amounts and APR are estimates only that are subject to final lender approval. All options set forth above have been fully explained to me. I selected the payment option indicated and fully understand that the purchase of any option is not required, that options may be purchased separately, and that my decision to purchase or not will HAVE NO EFFECT on my APR, credit approval, or ability to obtain base financing. According to the Gramm Leach Bliley Act, I have been advised of the Dealer Privacy Notice Law, and further authorize the Dealer to send my Nonpublic Personal Information to Dealer's vendors.

12/23/2015 5:53:44 PM EST

Important Notice for North Carolina Customers

Payment of Property Taxes is Your Responsibility

The State of North Carolina implemented a new procedure regarding the billing of property taxes upon issuance of your automobile registration.

When you receive your initial registration, your property tax bill will now be attached. **Your property taxes must be paid within 60 days from the initial registration issuance date.**

It is important to note that the initial registration you receive is considered *"temporary"* by the State of North Carolina. Upon receipt of your property tax payment, the State of North Carolina DMV will issue and mail a *"permanent"* registration and your decal to you.

Section 12-36-930, Code of Laws of South Carolina, 1976, As Amended, provides:

(A) The tax imposed by this article on sales of motor vehicles, as defined in Section 56-1-10, trailers, semitrailers, or pole trailers of a type to be registered and licensed, to a resident of another state, is the lesser of:

(1) an amount equal to the sales tax, which would be imposed in the purchaser's state of residence, or

(2) the tax that would be imposed under this article.

(B) At the time of the sale, the seller shall:

(1) obtain from the purchaser a notarized statement of the purchaser's intent to license the vehicle, within ten days, in the purchaser's state of residence, and

(2) retain a signed copy of the notarized statement. The purchaser shall give a copy to the sales tax agency of the purchaser's state of residence.

(C) No tax is due if a nonresident will not receive credit in his state of residence for sales tax paid to this state under this section.

DEFINITIONS:

Motor Vehicle: Every vehicle which is self-propelled and customarily used on highways; provided, however, that the term shall **not** include self-propelled motor vehicles not designed or used primarily for transportation of persons or property and incidentally operated or moved over the highways, including farm tractors, road construction and maintenance machinery, ditchdigging apparatus, truck cranes and similar vehicles, this enumeration to be deemed partial and not to exclude other such vehicles which are within the general terms of this definition.

Trailer: Every vehicle with or without motive power, other than a pole trailer, designed for carrying persons or property and for being drawn by a motor vehicle and so constructed that no part of its weight rests upon the towing vehicle.

Semitrailer: Every vehicle with or without motive power, other than a pole trailer, designed for carrying persons or property and for being drawn by a motor vehicle and so constructed that some part of its weight and that of its load rests upon or is carried by another vehicle.

Pole Trailer: Every vehicle without motive power designed to be drawn by another vehicle and attached to the towing vehicle by means of a reach or pole or by being boomed or otherwise secured to the towing vehicle and ordinarily used for transporting long or irregularly shaped loads such as poles, pipes or structural members capable, generally, of sustaining themselves as beams between the supporting connections.

INSTRUCTIONS

1. This form **must** be completed in its entirety.

2. Distribution of the completed form and all copies must be properly handled.

3. A copy of this affidavit must be retained by the seller to support any deduction taken on the sales tax return.

Social Security Privacy Act Disclosure
It is mandatory that you provide your social security number on this tax form. 42 U.S.C 405(c)(2)(C)(i) permits a state to use an individual's social security number as means of identification in administration of any tax. SC Regulation 117-201 mandates that any person required to make a return to the SC Department of Revenue shall provide identifying numbers, as prescribed, for securing proper identification. Your social security number is used for identification purposes.

The Family Privacy Protection Act
Under the Family Privacy Protection Act, the collection of personal information from citizens by the Department of Revenue is limited to the information necessary for the Department to fulfill its statutory duties. In most instances, once this information is collected by the Department, it is protected by law from public disclosure. In those situations where public disclosure is not prohibited, the Family Privacy Protection Act prevents such information from being used by third parties for commercial solicitation purposes.

Tips to ***FAST TRACK*** Your Deals!

To help bypass possible processing speed bumps due to incorrect or missing documentation, please pay careful attention to the requirements listed on the check list we provide. The following are some tips that can keep your deal moving in the ***fast lane***:

1

If the account check list indicates any of the following forms are required, a ***notarized original*** of the document(s) must be submitted:

- **POWER OF ATTORNEY FORMS**
- **CERTIFICATE OF TITLE** (used vehicles, when state title requires it)
- **MSO** (new vehicles)
- **TAX AFFIDAVIT FORM** (if claiming reciprocal tax credit in SC or FL)
- **NEW JERSEY OUT OF STATE DECLARATION AFFIDAVIT** (NJ customers only)

2

ODOMETER STATEMENTS

The requirement for an odometer statement varies from state to state. If your check list shows an odometer is required, verify the following:

1. Is an original of the document required?
2. Are the names of the buyer(s) and the dealer complete?

3

VIN INSPECTION/ EMISSIONS TEST

The requirement for a VIN inspection varies from state to state. If your check list shows the VIN is required, verify the following:

1. Is an original of the document required?
2. Is the inspection complete?
3. Is the VIN written/typed correctly on the form?

4

PROOF OF INSURANCE

The requirement for proof of insurance varies from state to state. If your check list shows proof of insurance is required, verify the following:

1. Does the applicant state require proof of insurance?
2. Does the policy have to list the vehicle being purchased?
3. Does the policy have to be written in the customer's home state?

All proof of insurance must have a current policy effective date.

National General Insurance

NORTH CAROLINA AUTOMOBILE INSURANCE CARD

Integon National Insurance Company
PO Box 3199 Winston Salem, NC 27102-3199

INSURED
[redacted]

NAIC NUMBER
29742

POLICY NUMBER
[redacted]

EFFECTIVE DATE
7/24/2015

EXPIRATION DATE
1/24/2016

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2015	MINI	COOPER S	WMWZC5C55FWI[redacted]

AGENCY:
Anne C Rose Insurance Agcy Inc
PO Box 830
Murphy, NC 28906

[redacted]

2 - 3 / 2002170578-05

NEW-IND-WITH-TRADE

TRANSACTION COMPLIANCE

	BUYERS ORDER ✓
	DOWN PAYMENT ✓
	COSTOUT
	WE OWE\AVO ✓
	INCENTIVE SHEET/CARFAX ✓
	REBATES
	RECAP

DATE [redacted]

DEAL #

STOCK #

CUSTOMER

SALES

	LEASE OR RETAIL CONTRACT ✓
	INVOICE ✓
	LEASE WORK SHEET
	PRODUCTS ✓
	APPROVAL ✓
	STIPS
	CREDIT APP ✓
	RISK BASED NOTICE ✓
	PRIVACY NOTICE ✓
	CURRENT INSURANCE CARD ✓

[redacted]

	DRIVERS LICENSE ✓
	400 FORM ✓
	PTO BUYER ✓
	TAG NOTIFICATION FORM ✓
	BLUE POA ✓

	TRADE TITLE & LOST TITLE APP ✓
	PAYOFF SHEET ✓
	TRADE PTO ✓
	TRADE POA ✓
	WHITE POA ✓
	ONE & THE SAME ✓
	TRADE APPRAISAL
	NOTICE OF SOLD VEHICLE

Send All Info

	CHECKLIST
	PRO GRADE/CADILLAC PREMIUM/EXPERINCE BUICK FORM
	ONSTAR FORM
	FIRST SERVICE APPT
	OFAC
	ARBITRATION FORM ✓
	SPOT DELIVERY FORM ✓
	MENU ✓
	MENU DISCLOSURE ✓
	MISC DOCS

DEAL # [redacted]

STOCK #

MODEL GMC

CONSULTANT CARLOS WHITE

DELIVERY DATE 12/23/2015

CLIENT NAME

[redacted]

BUYER'S ORDER TO INCLUDE:

- [x] DEAL NUMBER 17775
- [x] COMPLETE BUYERS ORDER (HOW VEHICLE WILL BE TITLED)
- [x] PHONE NUMBER 0
- [x] EMAIL 0
- [x] STOCK # [redacted]
- [ ] COMPLETE VIN #(FROM VEHICLE)
- [x] SIGNED BY CLIENT
- [x] SIGNED BY MANAGER
- [ ] EXACT MILEAGE

PRE-OWNED OR DEMO

- [ ] CAR FAX
- [ ] ISD
- [ ] CPO YES OR NO

TRADE INFO

- [ ] EXACT MILES ON TRADE
- [ ] COMPLETE VIN
- [ ] COMPLETE PAYOFF SHEET
- [ ] TRADE TITLE(IF NO LIEN)
- [ ] CURRENT REGISTRATION
- [ ] TRADE KEYS 1 OR 2

ADDITIONAL ITEMS

- [x] BILL DUE -AVO
- [x] DRIVER'S LICENSE (BUYER AND CO-BUYER)
- [x] INSURANCE CARD
- [x] CREDIT STATEMENT COMPLETE AND SIGNED
- [x] PRIVACY NOTICE
- [ ] OFAC

LEASE RETURN

- [ ] NOTIFICATION TO LESSEE
- [ ] ODOMETER STATEMENT

MANAGER CHECKLIST

- [ ] V-AUTO
- [ ] COST OUT

AT DELIVERY

- [ ] CONFIRM PRE-DELIVERY INSPECTION
- [ ] MBRACE OR IPA
- [ ] CSI SURVEY REVIEW
- [ ] REQUIRED INTRO TO SERVICE
- [ ] 1ST SERVICE APPT MADE

RECEIVED
DEC 28 2015
BAKER BGC

X _____ X _____

SALES CONSULTANT

SALES MANAGER

RDP

BAKER MOTOR COMPANY

Deal #: 0 Stock #: [redacted]

Client Name: [redacted]

I, [redacted] wish to have Baker Motor Co. purchase new license plates for my vehicle.

I, [redacted]

current license plate _____, which expires on _____,

with validation number _____, to my new vehicle.

[redacted] 12-23-15

Client's Signature Date

DEAL# [redacted]

South Carolina Department of Motor Vehicles
POWER OF ATTORNEY FOR ODOMETER DISCLOSURE

[redacted] (Rev. 7/14)

NOTICE: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the DMV by the person exercising Power of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION: Year 2016 Make GMC Model Type YUKON Body Type UT

VIN (Vehicle Identification Number) 1GKS2BKC4GR[redacted]

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE 49 USC 327 (580.13)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

PLEASE PRINT: [redacted] (Seller/Transferor's Name), appoint BAKER BUICK GMC CADILLAC (Dealer/Transferee's Name) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto and to disclose the mileage on the title for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads 10 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the following statements is checked.

☐ I [redacted] my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ I [redacted] reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

[redacted] 12/23/2015

(Printed Name) (Date of Statement)

[redacted]

Transferor's Address (Street, City, State, Zip Code)

(Transferee's Signature) (Printed Name of Individual Signing as Transferee)

BAKER BUICK GMC CADILLAC 1621 SAVANNAH HWY CHARLESTON, SC 29407

(Transferee's Name – Print or Type Name of Business or Company) Licensed Dealer, Transferee's Address (Street, City, State, Zip Code)

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENTS AND ACKNOWLEDGE DISCLOSURE 49 USC 327 (580.14)

(PART B is invalid unless PART A has been completed)

PLEASE PRINT: I, _____ (Transferee's Name), appoint _____ (Transferor's Dealership Name) as my attorney-in-fact, to sign the mileage disclosure on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below.

(Transferee's Signature) (Printed Name)

(Transferee's Name – Print or Type Name of Business or Company)

Transferee's Address (Street, City, State, Zip Code)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

I state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ I hereby certify that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State, Zip Code)

PART C. CERTIFICATION – To be completed when Part A or Parts A and B have been used (49 USC 327 (580.15))

PLEASE PRINT: I BAKER BUICK GMC CADILLAC (Person exercising powers of attorney) hereby certify that the mileage I have disclosed on the title document is consistent with that provided me in the above Power of Attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the Power of Attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create any new or additional liability under Federal or State Law.

(Signature) BAKER BUICK GMC CADILLAC (Printed Name) 12/23/2015 (Date of Certification)

1621 SAVANNAH HWY (Street Address) CHARLESTON (City) SC (State) 29407 (Zip Code)

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited. Photo copy may be made only as a completed document for record keeping purposes for the parties named herein.

2016 YUKON - 4WD SLT
G1W WHITE FROST TRICOAT /V8G
H2Y COCOA/DUNE
ORDER NO. SX2FVM/[redacted] STOCK NO.
VIN 1GK S2BK C4 GE[redacted]

GENERAL MOTORS LLC

RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

[redacted]

**********6345**********S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15706 YUKON - 4WD SLT	59850.00	55660.50	INVOICE 11/03/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	536.90	SHIPPED 11/03/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	EXP I/T 11/20/15
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/20/15
G1W WHITE FROST TRICOAT	995.00	905.45	PRC EFF 11/02/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	KEYS V3712 V3712 WFP-S QTR OPT-1 BANK: MERCEDES-BE
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	CHG-TO 25-732
PCJ OPEN ROAD PACKAGE:	3255.00	2962.05	
* POWER SUNROOF			SHIP WT: 5597
* 9 ADDITIONAL MONTHS OF XM RADIO			HP: 45.7 GVWR: 7300
* AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES			GAWR.FT: 3600 GAWR.RR: 4100 EMPLOY: 61169.78 SUPPLR: 63660.40 NTR: 1/2 EMPINC: 3879.61 SUPINC: 1389.00
* REAR SEAT ENTERTAINMENT SYSTEM			
RPT WHEELS, 22" CHROME (REPLACES STANDARD WHEEL)	2900.00	2639.00	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	

POSTED

TOTAL MODEL & OPTIONS	67090.00	62265.40	ACT 237	61447.70	
DESTINATION CHARGE	1195.00	1195.00	H/B 261	2012.70	
DEALER IMR CONTRIBUTION		335.45	ADV 261	335.45	>
LMA GROUP CONTRIBUTION		670.90	EXP 65A	670.90	>
TOTAL	68285.00	64466.75	PAY 310	64466.75	
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		61556.30			

****

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.

****

BAKER BUICK GMC CADILLAC

[redacted]

UNITED ROAD COLUMBIA
1139 Walter Price Drive
Cayce, SC 29033
Tel: 803-791-8812

Date: 11/17/2015

Carrier:
ID: 921158
CUNNINGHAM TRANSPORTATION LLC
1112 CONGAREE CHURCH RD
GADSDEN, SC 29052
Tel: 803 741 6205

Special Instructions:
Pickup: Send damage L.O.N to csi@unitedroad.com or fax to 888-275-8051. Please include pictures and estimate of damage. Claims Investigation Department, Phone 405-619-1400
Pickup: Send damage L.O.N to csi@unitedroad.com or fax to 888-275-8051. Please include pictures and estimate of damage. Claims Investigation Department, Phone 405-619-1400
Rush Sold

Pickup
ID: 845963
WEST COLUMBIA, SC 29172
UNK
GM COLUMBIA, SC
3450 CHARLESTON HWY

3 Vehicle(s)

Actual Miles
104.60

Delivery
ID: 991362
CHARLESTON, SC 29407
843-725-7000
BAKER BUICK GMC CADILLAC
1621 SAVANNAH HIGHWAY

VIN	Info / Bay / Owner / Keys / Inop	Damage Survey
1GKS2BKC4GR[redacted]	2016 GMC Yukon 4x4 SLT (B 2 O 42) [SXZPVM] Yes No	63540
1GKS2CKJ6GR[redacted]	016 GMC Yukon 4x4 Denali (B 2 M 37) [SWXFCM] Yes No	63541
1GKS2GKC2GR[redacted]	2016 GMC YUKON XL 4X4 SLT (B 2 M 32) [SXWTC8] Yes No RUSH/SOLD	63542

Damage Caused By:

Consignee Remarks:

Driver Remarks:

Receiver/Dealer Remarks:

Receiver/Dealer Signature:

Date:

Driver Signature: [redacted]

Date: 11/18/15

❒ During Working Hours ❒ After Working Hours ❒ Deferred Inspection because:

CP0860

South Carolina Department of Motor Vehicles

30-DAY TEMPORARY PLATE REGISTRATION

433
(Rev. 9/10)

Pursuant to Section 56-3-2600 and 56-3-2900 of the 1976 Code of Laws of South Carolina as amended.

Plate No. Issued	**FEE PAID $20.00**	Date Plate Expires
[redacted]		

Purchaser's Name [redacted] Date of Issue

[redacted]

Street City State Zip Code

Year	Make	Vehicle Identification Number
		[redacted]

Dealer from whom vehicle and plate were purchased.

[redacted]

City State Zip Code

See conditions below.

The South Carolina Department of Motor Vehicles, upon request shall provide temporary license plates and registrations designed by the department to nonresidents of South Carolina, licensed motor vehicle dealers and to manufacturers in South Carolina who produce trailers or semi-trailers that apply for such plates and cards.

Temporary license plate shall be on the vehicle for which issued and shall not be transferred, loaned, or assigned to any other person or vehicle.

Temporary license plate and registration shall be valid for thirty days from the date of issuance.

Permit good only for empty weight if issued on truck or property carrying vehicle.

Vehicles bearing temporary tags may not be used to haul or transport goods.

Liability insurance coverage must be in force for at least the minimum amounts required by South Carolina law.

The registration should be carried in the vehicle described while in operation.

Date of issue, make, identification number and expiration date on actual temporary plate, must be written in permanent black ink or black ink covered with transparent tape.

Motor Vehicle Dealers Only – Dealers, subject to the limitations and conditions hereafter set forth, may issue such temporary license plates to owners of vehicles which are to be permanently licensed in a state other than South Carolina.

Manufacturers of Trailers or Semi-Trailers in South Carolina only – A manufacturer may issue a temporary plate to a trailer or semi-trailer that is being moved from the manufacturer to the dealer's or purchaser's place of business.

Department of Motor Vehicles copy of registration must be mailed to the South Carolina Department of Motor Vehicles, P.O. Box 1498, Blythewood, South Carolina 29016-0036 on the same day issued.

YELLOW COPY - AGENCY

ally | GM FINANCIAL dealertrack technologies

DT ID: 672737 - Baker Buick GMC Cadillac - Lender ID: 4007214103

Bank of America Contract Status

Bank of America Merrill Lynch

Customer Information

Applicant Name:	[redacted]
Reference #:	[redacted]
Status:	Booked

Vehicle Information

N/U/D-Year:	New 2016
Make:	GMC
Model:	YUKON
Trim:	4DR WGN SLT
VIN #:	1GKS2BKC4GR[redacted]

Financing Information

Product:	Retail
Term:	75
Amount Financed:	$68,446.46
Amount Disbursed:	$68,446.46
Customer Rate:	2.99%
Estimated Buy Rate:	2.34%
Final Buy Rate:	2.49%
Advance %:	106.37%
LTV Ratio:	145.99%
Dealer Participation Amt:	$1,026.70
Fees:	$0.00
Warranty:	$0.00
First Pay Deduct:	
Booking Date/Time:	12/30/2015 08:24 AM

upd

* we set up $849.35

Analyst Information

Name:	Kim Crawford	Fax:	(877)241-3854
Phone Number:	(702)207-6883	Lender Cust. Service Number:	(800)991-1770

Decision History

Back to Contract Status

Deal [redacted]

20500 <68,446.46>

[redacted]

[redacted]

Bank of America

*** The information contained in this transmittal is Confidential Information ***

BANK OF AMERICA CONTRACT PURCHASED FAX TRANSMITTAL

Date:	12-29-2015	Time:	07:14:49
Document To:	Baker Buick Gmc Cadillac	Document From:	Bank of America
Address:	1621 Savannah Hwy Charleston,SC 29407	Fax Number: From:	(877) 241-3954 Bank of America Lending Team
Fax Number:	(843) 745-5957	Telephone:	(702) 207-6883 Ext.
Attention:			

IMPORTANT: Please forward this transmittal to the appropriate department, stated above, immediately. No verbal follow-up will be made regarding this communication.

The contract listed below has been purchased by Bank of America effective 12/29/2015
Availability of ACH funds should be confirmed with your financial institution. If you have any questions, please call our office at the number listed above.

Application #: [redacted]
Applicant: [redacted]
Co-Applicant:

Disbursement Type	Amount Disbursed	Disbursal Mode	Participation Payable
Proceeds	$68446.46	ACH	$1026.70
Reserves Paid	$0.00		
Total Deposit	$68446.46		

Rate Information
Estimated Decision Buy Rate: 2.34% Final Buy Rate: 2.49%

Note: Participation Payable amount is provided for verification only and may not be included with this deposit.

Baker Buick GMC Cadillac
1621 Savannah Hwy
Charleston, SC 29407
(843) 725-7000
www.bakergm.com
BUICK GMC Cadillac

21089

AMOUNT	PAID BY	COMMENT
68,446.46	EFT	FUNDING

Deal [redacted]

[redacted]

GR205689

TOTAL RECEIVED: $68,446.46

DATE-TIME: 30DEC2015 09:24
CASHIER: MA
LOCATION:
CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
2	56	2	20200	68,446.46	21089	
		2	20500	-68,446.46	GR205689	BOA

CASH RECEIPT

Scan to stk [redacted]

[redacted]

STATE OF SOUTH CAROLINA
CERTIFICATE OF TITLE
OF A VEHICLE

VEHICLE ID NUMBER	YEAR	MAKE	MODEL	NEW/USED
JTDBR32E85[redacted]	2005	TOYT	COR	USED

BODY STYLE	DATE ISSUED	ODOMETER	WEIGHT	TITLE NUMBER
4S	10-02-2012	106,400	2530	[redacted]

VEHICLE BRAND(S)
ACTUAL MILEAGE

FULL NAME OF OWNER(S)
[redacted]

CUSTOMER NUMBER: [redacted]

[redacted]

THE SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES HEREBY CERTIFIES THAT THE PERSON HEREIN IS REGISTERED BY THIS DEPARTMENT AS THE LAWFUL OWNER OF THE VEHICLE DESCRIBED SUBJECT TO THE LIENS, IF ANY, HEREIN SET FORTH.

KEVIN A. SHWEDO
EXECUTIVE DIRECTOR

NIKKI R. HALEY
GOVERNOR

SOUTH CAROLINA DEPARTMENT OF MOTOR VEHICLES

ASSIGNMENT OF A VEHICLE

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

****NOTICE: ANY ALTERATIONS OR ERASURE VOIDS THE ASSIGNMENT**** ASSIGNMENT(S) MUST BE MADE IN DARK INK

The undersigned hereby certifies that title to the vehicle described herein has been transferred on this 18 day of NOV year 2015 to:

BAKER BUICK GMC CADILLAC
1621 SAVANNAH HWY
CHARLESTON, SC 29407

Name Street City State Zip Code and is subject to the following lien:

Name of Lienholder Address Date of Lien

I certify to the best of my knowledge that the odometer reading is the ACTUAL mileage of the vehicle unless one of the following statements is checked: **STOP! DO NOT check one of the following unless it applies.**

Odometer Reading (no tenths) 106,400

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is no
WARNING: ODOMETER D

Date of Sale
Sales Price $

I am aware of the above odor
Signature(s) of Buyer(s)
Hand Print Name of Buyer(s)
Sign
Hand
Addr

[redacted]

ASSIGNMENTS BY DEALER/WHOLESALER/AUCTION

The undersigned hereby certifies that title to the vehicle described herein has been transferred on this _____ day of _____ year _____ to:

Name Street City State Zip Code and is subject to the following lien:

Name of Lienholder Address Date of Lien

I certify to the best of my knowledge that the odometer reading is the ACTUAL mileage of the vehicle unless one of the following statements is checked: **STOP! DO NOT check one of the following unless it applies.**

Odometer Reading (no tenths) _____

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage.
WARNING: ODOMETER DISCREPANCY

Dealer/Wholesaler
Auctions License Number _____

I am aware of the above odometer certification made by the seller(s)
Signature(s) of Buyer(s) _____
Hand Print Name of Buyer(s) _____

Signature of Seller(s) _____
Hand Print Name(s) of Seller(s) _____
Address _____

[redacted]

The undersigned hereby certifies that title to the vehicle described herein has been transferred on this _____ day of _____ year _____ to:

Name Street City State Zip Code and is subject to the following lien:

Name of Lienholder Address Date of Lien

I certify to the best of my knowledge that the odometer reading is the ACTUAL mileage of the vehicle unless one of the following statements is checked: **STOP! DO NOT check one of the following unless it applies.**

Odometer Reading (no tenths) _____

☐ 1. The mileage stated is in excess of its mechanical limits.
☐ 2. The odometer reading is not the actual mileage.
WARNING: ODOMETER DISCREPANCY

Dealer/Wholesaler
Auctions License Number _____

I am aware of the above odometer certification made by the seller(s)
Signature(s) of Buyer(s) _____
Hand Print Name of Buyer(s) _____

Signature of Seller(s) _____
Hand Print Name(s) of Seller(s) _____
Address _____

NO ADDITIONAL RE-ASSIGNMENT PERMITTED - LAST ASSIGNEE MUST RETITLE BEFORE DISPOSAL

South Carolina Department of Motor Vehicles
POWER OF ATTORNEY AUTHORIZATION FORM

MC-25
(Rev. 6/10)

Licensees are required to file IRP/IFTA applications/returns and pay taxes as owed. They are also required to accept and respond to various types of official communications with the South Carolina Department of Motor Vehicles.

If a licensee prefers an appointed individual or Service Provider to fulfill these responsibilities, this form is to be completed. This is a privilege extended to the licensee which requires special handling by the Department, therefore, such action will not be considered unless this form is properly completed and placed on file with the Department. The completion of this form does not relieve the licensee of the legal obligations associated with a particular license. The licensee is ultimately responsible for the payment of taxes as well as all acts and omissions of the stated individual or Service Provider.

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENT, that the undersigned principal and licensee has made and appointed, and does hereby make and appoint (Firms Name) BAKER BUICK GMC CADILLAC

1621 SAVANNAH HWY
CHARLESTON, SC 29407

(Mailing Address) (Phone Number)

to act as Attorney-in-Fact for the licensee, who makes this appointment either personally or in an authorized representative capacity on behalf of the including licensing; this power of attorney shall be for all matters related to IFTA fuel taxes including licensing, decal orders, fuel tax reports; IRP licensing and discussing all required documents with any employee of the SCDMV.

IN WITNESS WHEREOF, I, [redacted]

have set my hand this 18 day of [redacted]

ACKNOWLEDGE[redacted]

STATE OF _____) COUNTY OF _____)

On this _____ day of _____ , 20 ____ , before me, the undersigned Notary Public, in and for the county and state aforesaid personally appeared _____ and acknowledged to me that he executed the same as his free and voluntary act and deed, of said corporation, for the uses and purposes therein set forth.

Given under my hand and seal the day and year last above written.

Notary Public _____

My commission Expires: _____

A power of attorney submitted from another state must bear the impression, seal or other authentication of a notary of the state. The submitter must ensure that such authentication is proper under the law of that state to authenticate documents sent across state lines. Forms without such authentication will be returned without action.

DEAL# [redacted]

South Carolina Department of Motor Vehicles
POWER OF ATTORNEY FOR ODOMETER DISCLOSURE

5047
(Rev. 7/14)

NOTICE: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the DMV by the person exercising Power of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION: Year 2005 Make TOYOTA Model Type COROLLA Body Type SD

VIN (Vehicle Identification Number) JTDBR32E85[redacted]

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE 49 USC 327 (580.13)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines [redacted] 32709/SC 56-19-240(4)).

PLEASE PRINT: [redacted] (Seller/Transferor's Name), appoint BAKER BUICK GMC CADILLAC (Dealer/Transferee's Name) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto and to disclose the mileage on the title for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads 106400 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ I hereby certify that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

[redacted] 11/18/2015
(Printed Name) (Date of Statement)

[redacted]
Transferor's Address (Street, City, State, Zip Code)

(Transferee's Signature) (Printed
BAKER BUICK GMC CADILLAC 1621 SAV
(Transferee's Name) (Company) Licensed D

PART B. DOCUMENTS AND ACK
Void unless PART A has b

PL (Transferee's Name), appoint
De disclosure on the title for the
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(Printed Name)

or Type Name of Busines

s (Street, City, State, Zip

Feder nsfer of ownership (49 C
may 9-240(4)).

I state o tenths) miles and to th
unless

☐ I h the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ I he that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State, Zip Code)

PART C. CERTIFICATION – To be completed when Part A or Parts A and B have been used (49 USC 327 (580.15))

PLEASE PRINT: I BAKER BUICK GMC CADILLAC (Person exercising powers of attorney) hereby certify that the mileage I have disclosed on the title document is consistent with that provided me in the above Power of Attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the Power of Attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create any new or additional liability under Federal or State Law.

(Signature) BAKER BUICK GMC CADILLAC (Printed Name) 11/18/2015 (Date of Certification)

1621 SAVANNAH HWY (Street Address) CHARLESTON (City) SC (State) 29407 (Zip Code)

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited. Photo copy may be made only as a completed document for record keeping purposes for the parties named herein.

[redacted]

1/5/15
Sent E Mail to Dwayne
Print PTO/POA
Showing 106400
mileage

SCADA

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me [redacted] (Seller) (Dealer Retail Tax #)

[redacted] (Address) [redacted]

who being duly sworn, deposes and says that on the 18TH day of NOVEMBER 20 15,

he sold the following motor vehicle: Make TOYOTA Model COROLLA

Year 05 Identification (Serial) No. JTDBR32E8[redacted]

License No. _____ to BAKER BUICK GMC CADILLAC
(Buyer)

1621 SAVANNAH HWY CHARLESTON, SC 29407
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____

Address _____ Date _____

I certify that the odometer now reads 106400 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) 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.

(Signature of Seller)

[redacted]

[redacted]

KER BUICK GMC CADILLAC
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number_____

License Plate Issued_____

_____ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE.
PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

DEAL# [redacted]

South Carolina Department of Motor Vehicles
POWER OF ATTORNEY FOR ODOMETER DISCLOSURE

5047
(Rev. 7/14)

NOTICE: This form may be used only when title is physically held by lienholder or has been lost. This form must be submitted to the DMV by the person exercising Power of Attorney. Failure to do so may result in fines and/or imprisonment.

VEHICLE DESCRIPTION: Year 2005 Make TOYOTA Model Type COROLLA Body Type SD

VIN (Vehicle Identification Number) JTDBR32E85 [redacted]

PART A. POWER OF ATTORNEY TO DISCLOSE MILEAGE 49 USC 327 (580.13)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines [redacted] 56-19-240(4)).

PLEASE PRINT: [redacted] (Seller/Transferor's Name), appoint BAKER BUICK GMC CADILLAC (Dealer/Transferee's Name) as my attorney-in-fact, to sign all papers and documents required to secure the title and further grant the authority to endorse and transfer title thereto and to disclose the mileage on the title for the vehicle described above, exactly as stated in my following disclosure.

I state that the odometer now reads 105539 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described herein, unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.

[redacted] REPENCY

11/18/2015
(Date of Statement)

(Transferee's Signature) (Printed Name of Individual Signing as Transferee)

BAKER BUICK GMC CADILLAC
(Transferee's Name – Print or Type Name of Business or Company)

1621 SAVANNAH HWY CHARLESTON, SC 29407
Licensed Dealer, Transferee's Address (Street, City, State, Zip Code)

PART B. POWER OF ATTORNEY TO REVIEW TITLE DOCUMENTS AND ACKNOWLEDGE DISCLOSURE 49 USC 327 (580.14)
(PART B is invalid unless PART A has been completed)

PLEASE PRINT: I, _____ (Transferee's Name), appoint _____ (Transferor's Dealership Name) as my attorney-in-fact, to sign the mileage disclosure on the title for the vehicle described above, only if the disclosure is exactly as the disclosure completed below.

(Transferee's Signature) (Printed Name)

(Transferee's Name – Print or Type Name of Business or Company)

Transferee's Address (Street, City, State, Zip Code)

Federal and State law requires that you state the mileage upon transfer of ownership (49 CFR Chapter 327/SC 56-19-240). Providing a false statement may result in fines and/or imprisonment (49 USC 32709/SC 56-19-240(4)).

I state that the odometer now reads _____ (no tenths) miles and to the best of my knowledge that it reflects the actual mileage unless one of the following statements is checked.

☐ I hereby certify that to the best of my knowledge the odometer reading reflects the amount of mileage in excess of its mechanical limits.
☐ I hereby certify that the odometer reading is **NOT** the actual mileage. **WARNING: ODOMETER DISCREPENCY**

(Transferor's Signature) (Printed Name) (Date of Statement)

Transferor's Address (Street, City, State, Zip Code)

PART C. CERTIFICATION – To be completed when Part A or Parts A and B have been used (49 USC 327 (580.15))

PLEASE PRINT: I BAKER BUICK GMC CADILLAC (Person exercising powers of attorney) hereby certify that the mileage I have disclosed on the title document is consistent with that provided me in the above Power of Attorney. Further, upon examination of the title and any reassignment documents for the vehicle described above, the mileage disclosure I have made on the title pursuant to the Power of Attorney is greater than that previously stated on the title and reassignment documents. This certification is not intended to create any new or additional liability under Federal or State Law.

(Signature) BAKER BUICK GMC CADILLAC (Printed Name of Dealership Representative) 11/18/2015 (Date of Certification)

1621 SAVANNAH HWY (Street Address) CHARLESTON (City) SC (State) 29407 (Zip Code)

This document is void if any information entered hereon has been erased or altered by any means. Unauthorized printing or reproduction of this document is strictly prohibited. Photo copy may be made only as a completed document for record keeping purposes for the parties named herein.

AFFIDAVIT & NOTIFICATION OF
SALE OF MOTOR VEHICLE
(Entire Form Must Be Typed or Printed)

No. [redacted]

Personally appeared before me [redacted] (Seller) (Dealer Retail Tax #)

[redacted] (Address)

who being duly sworn, deposes and says that on the 18TH day of NOVEMBER 20 15 .

he sold the following motor vehicle: Make TOYOTA Model COROLLA

Year 05 Identification (Serial) No. JTDBR32E85[redacted]

License No. _____ to BAKER BUICK GMC CADILLAC
(Buyer)

1621 SAVANNAH HWY CHARLESTON, SC 29407
(Street) (City) (County) (State) (Zip)

Special Mailing Address

Deponent further states that there are no liens or encumbrances on the said vehicle except as listed below:

Lienholder _____ Amount _____

Address _____ Date _____

I certify that the odometer now reads 105539 (no tenths) miles and to the best of my knowledge that it reflects the actual mileage of the vehicle described below, unless one of the following statements is checked.

☐ (1) I hereby certify that to the best of my knowledge, the odometer reading reflects the amount of mileage in excess of its mechanical limits.

☐ (2) I hereby certify that the odometer reading is NOT the actual mileage. WARNING - ODOMETER DISCREPANCY

Federal law (and State law, if applicable) 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.

[redacted]

JULIE ROSE KACZOROWSKI
(Print Seller's Name)

[redacted]

KER BUICK GMC CADILLAC
(Print Buyer's Name)

Property Tax Section

Check One:

_____ Purchase License Plate

D.L. Number _____

License Plate Issued _____

_____ Transfer License Plate

_____
Signature of Buyer/if purchasing plates

Property taxes will be due in 120 days

TOP COPY - TO DIVISION OF MOTOR VEHICLES WITH TITLE AND LICENSING APPLICATION. YELLOW COPY - FOR DEALER'S FILE.
PINK COPY - TO DIVISION OF MOTOR VEHICLES IF NEW TAGS ARE TO BE OBTAINED. GOLDENROD COPY - TO BUYER.

Baker Motor Company (Buick GMC)

Inventory Bookout Sheet : Black Book (11/23/2015) - South Carolina

Description	VIN	Color	Odometer
2005 Toyota Corolla LE	JTDBR32E85[redacted]	Black Sand Pearl	105539

Book Type - Condition	Base Value	Odo. Adjust	Opt. Adjust	Total Value

*** Equipment ***

Option List

Wouldn't print
Appraisal
$ 3400

South Carolina Department of Motor Vehicles Notice of Vehicle Sold

416
(Rev. 3/05)

Department of Motor Vehicles
PO Box 1498
Blythewood, SC 29016-0036

Pursuant to provisions of Section 56-3-1260 of the Motor Vehicle Registration and Licensing Laws wherein the owner of a registered and licensed vehicle is required to notify the South Carolina Department of Motor Vehicles and in writing, immediately upon a transfer of ownership, the following information is submitted:

VEHICLE MAKE TOYOTA YEAR MAKE 2005 LICENSE NO. _____

VEHICLE IDENTIFICATION (SERIAL) NO. jtdbr32e85[redacted]

SOLD OR TRADED TO: BAKER BUICK GMC CADILLAC

STREET ADDRESS AND P.O. BOX: 1621 SAVANNAH HIGHWAY

CITY, STATE, AND ZIP CODE: CHARLESTON, SC 29407

DATE SOLD OR TRADED 11/18/2015

SIGNATURE OF SELLER [redacted]

IMPORTANT: This form of notification does not constitute legal transfer of ownership and is intended for the protection of the last registered owner until the actual transfer of ownership is completed by the new owner.

NOTE: Street address must accompany all P.O. Boxes.

RESERVED FOR DEPARTMENT USE
(Do Not Write in this Space)

DATE SOLD _____

DATE ENTERED _____

BY _____

Venters, Toni

From: Anderson, Mary Ann
Sent: Wednesday, January 06, 2016 9:27 AM
To: Venters, Toni
Subject: FW: [redacted]DMV NATIONWIDE Missing Documents or Information (ACCT # [redacted]
Attachments: image001.jpg

I already sent this to the managers and salesman-forgot to cc you in it.

Mary Ann Anderson
Accounting Manager
843-852-4000 x.336
843-745-5957 fax

Deal [redacted]

BAKER MOTOR COMPANY

emailed info 1.20.16.

From: Anderson, Mary Ann
Sent: Wednesday, January 06, 2016 9:27 AM
To: White, Carlos; Pye, Jason (JPye@bakermotorcompany.com); Detanico, Roger
Subject: [redacted] DMV NATIONWIDE Missing Documents or Information (ACCT # [redacted]

Contact the customer and get a copy of his current Proof of NC Ins. showing the vehicle he purchased.

Mary Ann Anderson
Accounting Manager
843-852-4000 x.336
843-745-5957 fax

BAKER MOTOR COMPANY

828-400-9445.

left message 1.13.16. 12:53pm

From: DMV Nationwide [mailto:docs@dmvnationwide.com]
Sent: Tuesday, January 05, 2016 4:01 PM
To: Anderson, Mary Ann
Cc: sgaillard@bakermotorcompany.com
Subject: Missing Documents or Information (ACCT # [redacted]

ACCT # [redacted]
VIN: 1GKS2BKC4GR[redacted]2016 GMC YUKON
NAME: [redacted]
STATE

Thank you for choosing DMV Nationwide, Inc. for your interstate title processing. Please be advised that additional information/documentation is required for the account referenced above before we can complete our processing. Following is a list of the missing information and/or documentation that is needed:

1. Please submit Proof of valid North Carolina Insurance with new vehicles added. Out of state policies are not acceptable.

To avoid further delay and possible late fees/penalties that may accrue, please submit the requested information and/or missing documentation at your earliest convenience.
To submit a required document(s) you can fax or email, unless otherwise noted that an original is required, which can be sent to us at the address below. To submit required information, such as lienholder or vehicle color, you can now log on to your account at www.dmvnationwide.com and enter the information as a "Post It" in the account. Or if you prefer, you can call or email us with the information.

If you have any questions or we can be of any assistance to you, please feel free to contact us.

We appreciate your business.

Dealer Support Services Team
360 North Congress Ave
Delray Beach, Fl, 33445
Phone: (561) 276-3040
FAX: (561) 276-3160
Email: dscs@dmvnationwide.com

Disclaimer - This email and any files transmitted with it are confidential and contain privileged or copyright information. You must not present this message to another party without gaining permission from the sender. If you are not the intended recipient you must not copy, distribute or use this email or the information contained in it for any purpose other than to notify Interstate Title Solutions, Inc.

National General Insurance
PO Box 3199 • Winston Salem, NC 27102-3199

[redacted]

Date: 1/4/2016

Underwriting Company: Integon National Insurance Company

Policy Number: [redacted]

Policy Period: 7/24/2015 – 1/24/2016

Dear [redacted]

Thank you for continuing to allow National General Insurance to serve your insurance needs! Your policy has recently been changed and we have included an amended declarations page that reflects your current coverage, vehicles and drivers.

For your convenience, we've outlined the documents you've just received:

- **Included in this packet...** - Please review the information contained in this packet:
  - Your Amended Declarations Page
  - Your Insurance Identification Cards
  - Your Updated Automatic Payment Schedule

Please take a moment to verify that the information is correct, and then store your documents in a safe place.

Thank you again for choosing National General Insurance. We appreciate your business!

Thank you for insuring with us! Here are your identification cards for proof of insurance.

National General Insurance

NORTH CAROLINA AUTOMOBILE INSURANCE CARD

Integon National Insurance Company
PO Box 3199 Winston Salem, NC 27102-3199

INSURED

[redacted]

NAIC NUMBER
29742
POLICY NUMBER
[redacted]
EFFECTIVE DATE
7/24/2015
EXPIRATION DATE
1/24/2016

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2015	GMC	SIERRA K	3GTU2VEC0FG[redacted]

AGENCY:
Anne C Rose Insurance Agcy Inc
PO Box 830
Murphy, NC 28906

9003062
(828) 837-3697

KEEP THIS CARD IN YOUR MOTOR VEHICLE

Report all accidents immediately to:
National General Insurance
Toll free at: 1-800-468-3466

MOD: 05

10043NC (03012010)

▲
Cut On Solid Line – Fold On Dotted Line
▼

National General Insurance

NORTH CAROLINA AUTOMOBILE INSURANCE CARD

Integon National Insurance Company
PO Box 3199 Winston Salem, NC 27102-3199

INSURED

[redacted]

NAIC NUMBER
29742
POLICY NUMBER
[redacted]
EFFECTIVE DATE
1/4/2016
EXPIRATION DATE
1/24/2016

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2016	GMC	YUKON SL	1GKS2BKC4GF[redacted]

AGENCY:
Anne C Rose Insurance Agcy Inc
PO Box 830
Murphy, NC 28906

9003062
(828) 837-3697

KEEP THIS CARD IN YOUR MOTOR VEHICLE

Report all accidents immediately to:
National General Insurance
Toll free at: 1-800-468-3466

MOD: 05

10043NC (03012010)

National General Insurance

PO Box 3199
Winston Salem, NC 27102-3199

[redacted]

Policy Number: [redacted]

Date of Notice
1/4/2016

Named Insured:
[redacted]

Policy Period:
7/24/2015 - 1/24/2016

12:01 A.M.

Policy Underwritten By:
Integon National Insurance Company

24 Hour Claim Reporting: 1-800-468-3466
For Policy Information: 1-877-468-3466
www.NationalGeneral.com

Your Agent:
Anne C Rose Insurance Agcy Inc
PO Box 830
Murphy NC 28906
(828) 837-3697

NC PERSONAL AUTO DECLARATIONS PAGE

Endorsement Effective 1/4/2016
The following changes were made to your policy - Vehicle(s) Deleted, Policy Level Change, Driver Information Updated, Vehicle(s) Added

Drivers and Household Residents

#1 [redacted]	Driver Status	License #	Lic. State	Date of Birth	Gender	Marital Status	Driver Pts	Yrs. Licensed
	Rated Driver	[redacted]	NC	[redacted]	Male	Married	[redacted]	[redacted]
#2 [redacted]	Driver Status	License #	Lic. State	Date of Birth	Gender	Marital Status	Driver Pts	Yrs. Licensed
	Rated Driver	[redacted]	NC	[redacted]	Female	Married	0	[redacted]

Insured Vehicle(s) and Schedule of Coverages

#3 2015 GMC SIERRA K — **VIN:** 3GTU2VEC0FG3890[redacted]
Usage: To/From Work or School Less Than 10 Miles - 1B
Garaging Location: 28779
Loss Payee — **Address**
Fidelity Bank — PO Box 105690, Atlanta GA 30348

Coverages Provided	Limits / Deductibles	Premium
Bodily Injury	$100,000 Each Person / $300,000 Each Accident	$105.51
Property Damage	$50,000 Each Accident	$75.51
Uninsured / Underinsured Motorist Bodily Injury	$100,000 Each Person / $300,000 Each Accident	$62.00
Uninsured Motorist Property Damage	$50,000 Each Accident	$4.00
Other Than Collision	$500 Deductible	$43.00
Collision	$500 Deductible	$165.00
	Total For This Vehicle	**$455.02**

#5 2016 GMC YUKON SL — **VIN:** 1GKS2BKC4GR2056[redacted]
Usage: To/From Work or School Less Than 10 Miles - 1B
Garaging Location: 28779

Coverages Provided	Limits / Deductibles	Premium
Bodily Injury	$100,000 Each Person / $300,000 Each Accident	$103.67
Property Damage	$50,000 Each Accident	$73.67
Uninsured / Underinsured Motorist Bodily Injury	$100,000 Each Person / $300,000 Each Accident	No Cost
Uninsured Motorist Property Damage	$50,000 Each Accident	No Cost
Other Than Collision	$500 Deductible	$31.00

Collision	$500 Deductible	$90.00
	Total For This Vehicle	**$298.34**
	Combined Vehicle Premium	**$753.36**
	Pay Plan Setup Charge	$15.00
	Total 6 Month Policy Premium	**$768.36**

Discounts Applied

Policy Level

AutoPay
Homeowner Discount
Multi Car Discount

Additional Policy Information

Tier Select

If your policy includes coverage for DAMAGE TO YOUR AUTO, the rate for OTHER THAN COLLISION AND COLLISION coverage are greater than those rates that are applicable in the state of North Carolina.

NCRB Manual Physical Damage Rate: $744.00

Disclosure of Possible Additional Charges

The amounts below are authorized for use in this state. However, they are only charged if they apply to your policy.

Cancellation Charge	$15.00
Late Charge	$6.00
Nonsufficient Funds Charge	$20.00
Reinstatement Charge	$22.00

Forms and Endorsements

Endorsement	Edition	
07164	09012012	PERSONAL AUTO - BOOKLET COVER
NC0001	06012005	PERSONAL AUTO POLICY
NC0013	01012014	AMENDMENT OF POLICY PROVISIONS
NC0301	07011987	FEDERAL EMPLOYEES USING AUTOS IN GOVERNMENT BUSINESS
NC0350	09012004	SPOUSE ACCESS

[redacted]

Authorized Signature

Deal [redacted]

South Carolina Department of Motor Vehicles

30-DAY TEMPORARY PLATE REGISTRATION

433
(Rev. 9/10)

Pursuant to Section 56-3-2600 and 56-3-2900 of the 1976 Code of Laws of South Carolina as amended.

Plate No. Issued TP -	**FEE PAID $20.00**	Date Plate Expires

Purchaser's Name _____ Date of Issue _____

Street City State Zip Code

Year	Make	Vehicle Identification Number

Dealer from whom vehicle and plate were purchased.

Street City State Zip Code

Print Name of Dealer Signature of Dealer

See conditions below.

The South Carolina Department of Motor Vehicles, upon request shall provide temporary license plates and registrations designed by the department to nonresidents of South Carolina, licensed motor vehicle dealers and to manufacturers in South Carolina who produce trailers or semi-trailers that apply for such plates and cards.

Temporary license plate shall be on the vehicle for which issued and shall not be transferred, loaned, or assigned to any other person or vehicle.

Temporary license plate and registration shall be valid for thirty days from the date of issuance.

Permit good only for empty weight if issued on truck or property carrying vehicle.

Vehicles bearing temporary tags may not be used to haul or transport goods.

Liability insurance coverage must be in force for at least the minimum amounts required by South Carolina law.

The registration should be carried in the vehicle described while in operation.

Date of issue, make, identification number and expiration date on actual temporary plate, must be written in permanent black ink or black ink covered with transparent tape.

Motor Vehicle Dealers Only – Dealers, subject to the limitations and conditions hereafter set forth, may issue such temporary license plates to owners of vehicles which are to be permanently licensed in a state other than South Carolina.

Manufacturers of Trailers or Semi-Trailers in South Carolina only – A manufacturer may issue a temporary plate to a trailer or semi-trailer that is being moved from the manufacturer to the dealer's or purchaser's place of business.

Department of Motor Vehicles copy of registration must be mailed to the South Carolina Department of Motor Vehicles, P.O. Box 1498, Blythewood, South Carolina 29016-0036 on the same day issued.

YELLOW COPY - AGENCY

360 N. Congress Ave
Delray Beach, FL 33445
Phone: 561-276-3040

Deal [redacted]

Invoice

Date	Invoice #
12/31/2015	[redacted]

Bill To
Baker Buick GMC Cadillac 1621 Savannah Hwy Charleston, SC 29407

Terms	Due Date	Ship Date
Due on Receipt	12/31/2015	12/31/2015

Quantity	Description	Rate	Amount
	VIN: 1GKS2BKC4GF[redacted] APPLICANT: [redacted]		
1	Fees and Taxes in Transit Payable to Customer's Home State	1,285.27	1,285.27
1	Pre-paid Fees and/or Taxes Refundable to Dealership	27.70	27.70
1	Payment - Thank You: 13922	1,312.97	-1,312.97
	Refunded to Dealership $27.70		

Thank you for your business

Total	$0.00
Payments/Credits	$0.00
Balance Due	$0.00

Baker Buick GMC Cadillac
1621 Savannah Hwy
Charleston, SC 29407
(843) 725-7000
www.bakergm.com
BUICK GMC Cadillac

21620

AMOUNT	PAID BY	COMMENT
27.70	CHECK	REFUND---DMV NATIONWIDE FEES VIN GR205689

[redacted]

TOTAL RECEIVED: $27.70

DATE-TIME: 26JAN2016 13:14

CASHIER: TV
LOCATION:
CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
2	56	2	20100	27.70	21620	
		2	91000	-27.70	GR205689	GR205689

CASH RECEIPT

STATE OF NORTH CAROLINA LIMITED REGISTRATION CARD

	PLT VALID THRU	VEHICLE ID				
[redacted]	03/31/2016	1GKS2BKC4GR[redacted]				
GROSS WT	MAKE/SERIES	TITLE	EQUIP#	SHIPPING WEIGHT	STYLE	
	GMC	[redacted]			MP	
YEAR	FUEL	CLASSIFICATION	VEHICLE BRAND	TOTAL FEE		
2016	G	PRIVATE/PASS VEH		36.00		
CUSTOMER ID# OWNER1		CUSTOMER ID# OWNER2		COUNTY		
[redacted]				JACKS		

[redacted]

N03 - NATIONAL GENERAL INSURANCE CO
INSURANCE COMPANY AUTHORIZED IN NC

[redacted]
POLICY NUMBER

SIGNATURE

[redacted]

1GKS2BKC4GR[redacted]

[redacted]

Customer: [redacted]

Notice Date: 01/20/2016

NC DIVISION OF MOTOR VEHICLES RECEIPT OF FEES PAID

License	36.00
Title	52.00
HUT	1197.27

189 01/20/2016 T1C1890

VEHICLE PROPERTY TAX NOTICE

Appeal Deadline: 04/30/2016 Jackson County Tax Assessors office 828-586-7541

Appr. Value: $63,660.00 **Tax County:** JACKSON

2016 GMC MP **License#:** [redacted]

VIN: 1GKS2BKC4GR[redacted] **Title Number:** [redacted]

Lessor Name:

Taxing Districts		Tax Rate Per $100 Value	Amount Due
COUNTY	JACKSON	0.280000	178.25

TOTAL 1285.27 CHCK

WARNING: This Limited Registration will expire on 03/31/2016 **if property taxes are not paid in full**

PROPERTY TAX: $178.25

TOTAL AMOUNT DUE: $178.25

DUE DATE	PLEASE DETACH & RETURN THIS PORTION WITH YOUR PAYMENT	COUNTY
03/31/2016		JACKS

License #	Title Number	Vehicle Identification Number	Year	Make	Style	Licensed Weight
[redacted]	[redacted]	1GKS2BKC4GR[redacted]	2016	GMC	MP	

Customer ID [redacted]

IF TOTAL AMOUNT IS NOT PAID IN FULL REGISTRATION WILL EXPIRE

Total Amount Due $178.25

[redacted]

INSURANCE CHANGES

Insurance company Authorized in NC

Policy Number

Signature

[redacted]

First in Flight

NORTH CAROLINA

PE18-012

GM

3-27-2019

Q3

Confidential document requested by gzvqsq at 9:43:47 AM on 6/12/2017

RCMPR028 VEHICLE EVENT SELECTION 02/11/17
PROCESSING SOURCE: GMC TRUCK 08:32:46
PAGE: 1

VIN: 1GKS2BKC4 GR[redacted] SELLG SCE: 48 MDL YR: 16 ORD NO: SXZFVM
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	48 25732	00045176042		03/29/16	GML	1,389.00	
INCTV PAYMENT	48 25732	00045176042		03/29/16	GML	1,389.00	
INCTV APPLICATN	48 25732	00045176042		03/17/16	GML	1,389.00	
INCENTIVE MEMO	48 25732	00044866342		01/12/16	FFC	39.90	
INCTV PAYMENT	48 25732	00044866342		01/12/16	FFC	39.90	
INCTV APPLICATN	48 25732	00044866342		12/29/15	FFC	39.90	
DELIVERY D.O.E.	48 25732			12/26/15		0.00	
DELIVERY TO CUS	48 25732			12/26/15		0.00	
EXPIRATION TRAN	48 25732	5OD68492409		11/20/15		0.00	
SETTLEMENT DATE	48 25732	5OD68492409		11/19/15		64,466.75	CR
ORIGINAL INVOIC	48 25732	5OD68492409		11/03/15		64,466.75	
COV/NVIS DATE	48 25732	5OD68492409		11/03/15		0.00	
SHIPMENT DATE	48 25732			11/03/15		0.00	
PRODUCTION (BUI	48 25732			11/02/15		0.00	
PREFERENCE TO P	48 25732			10/20/15		0.00	
GM ORDER ACCEPT	48 25732			10/17/15		0.00	
GM ORDER ACCEPT				10/17/15		0.00	

PE18-012

GM

3-27-2019

Q3

Confidential document requested by gzvqsq at 9:43:19 AM on 6/12/2017

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 02/11/17
PROCESSING SOURCE: GMC TRUCK 08:32:27
PAGE: 1

VIN: 1GKS2BKC4 GR[redacted] SELLG SCE: 48 MDL YR: 16 ORD NO: SXZFVM

ODATE: 10/17/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 48 25732
DDATE: 12/26/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 12/26/15 ORDER BY:
CANC:
CANC DOE:
TRADE: DLVY TO: [redacted]
TRD DOE:
SRVC IN: [redacted]
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
FFC	01	48 25732	[redacted]	01/12/16	39.90	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00044866342 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
GML	01	48 25732	[redacted]	03/29/16	1,389.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00045176042 AUTH PUR CD:
MISC DATE: 12/26/15 MISC: MILITARY
POLICY PYMT CMNT: ACTV TYPE: 6

PE18-012

GM

3-27-2019

Q3

Columbus copy document requested by gzvqsq at 9:42:48 AM on 6/12/2017

2016 YUKON - 4WD SLT — GENERAL MOTORS LLC
G1W WHITE FROST TRICOAT /V8G
H2Y COCOA/DUNE — RENAISSANCE CENTER
ORDER NO. SXZFVM/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S2BK C4 GR[redacted] — VEHICLE INVOICE [redacted]
**********6345******48*25732S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15706 YUKON - 4WD SLT	59850.00	55660.50	INVOICE 11/03/15
ATN SEATS, 2ND ROW BUCKET, POWER	590.00	536.90	SHIPPED 11/03/15
C6A GVW RATING - 7,300 LBS	N/C	N/C	EXP I/T 11/20/15
FE9 50-STATE EMISSIONS	N/C	N/C	INT COM 11/20/15
G1W WHITE FROST TRICOAT	995.00	905.45	PRC EFF 11/02/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	KEYS V3712 V3712 WFP-S QTR OPT-1 BANK: MERCEDES-BE
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	CHG-TO 25-732
PCJ OPEN ROAD PACKAGE:	3255.00	2962.05	
* POWER SUNROOF			SHIP WT: 5597
* 9 ADDITIONAL MONTHS OF XM RADIO			HP: 45.7
			GVWR: 7300
* AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES			GAWR.FT: 3600 GAWR.RR: 4100 EMPLOY: 61169.78 SUPPLR: 63660.40 NTR: 1/2
* REAR SEAT ENTERTAINMENT SYSTEM			EMPINC: 3879.61 SUPINC: 1389.00
RPT WHEELS, 22" CHROME (REPLACES STANDARD WHEEL)	2900.00	2639.00	
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	
TOTAL MODEL & OPTIONS	67090.00	62265.40	ACT 237 61447.70
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2012.70
DEALER IMR CONTRIBUTION		335.45	ADV 261 335.45
LMA GROUP CONTRIBUTION		670.90	EXP 65A 670.90
TOTAL	68285.00	64466.75	PAY 310 64466.75
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		61556.30	

****

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.

****

BAKER BUICK GMC CADILLAC

PE18-012

GM

3-27-2019

Q3

GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

May 1, 2017

Chris Costner
Baker Cadillac of Charleston
1621 Savannah Highway
Charleston, SC 29407

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4GR[redacted]
Customer Relationship Specialist: Laura

Dear Chris:

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,

GMC

PE18-012

GM

3-27-2019

Q3

GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

May 1, 2017

Dewayne Pruett
Waynesville Chevrolet Buick
285 Hyatt Creek Rd
Waynesville, NC 28786

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4GR[redacted]
Customer Relationship Specialist: Laura

Dear Dewayne:

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,

GMC

PE18-012

GM

3-27-2019

Q3

GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

May 1, 2017

Frank Leccese
Harry's Buick Gmc Cadillac
819 Patton Ave
Asheville, NC 28806

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4G[redacted]
Customer Relationship Specialist: Laura

Dear Frank:

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,

GMC

PE18-012

GM

3-27-2019

Q3

GMC Division
General Motors LLC
P.O. Box 33172
Detroit, MI 48232-5172

May 1, 2017

Jessica Owens
Smoky Mountain Chevrolet, Inc.
71 Cat Creek Road
Franklin, NC 28734

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4GR[redacted]
Customer Relationship Specialist: Laura

Dear Jessica:

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,

GMC

PE18-012

GM

3-27-2019

Q3

Jeffrey Matthews (C)

From: Aliyah Jones
Sent: Wednesday, May 03, 2017 10:11 AM
To: Laura Juarez (C)
Cc: James Chirichello; Keith Battle
Subject: RE: Final repair attempt ; Please get back to me with a date

I have scheduled the FRA for Wednesday 5/10/2017. Please have the customer bring in the vehicle on 5/9/2017. I will be requesting a FSE.

Aliyah Jones
District Manager Aftersales Greenville, SC
C [redacted]
General Motors
11700 Great Oaks Way
Alpharetta, GA 30022

From: Laura Juarez (C)
Sent: Wednesday, May 3, 2017 10:59 AM
To: Aliyah Jones <aliyah.jones@gm.com>
Subject: Final repair attempt ; Please get back to me with a date

Service Request: [redacted]

Customer Last Name [redacted]

Involved Dealership: Smoky Mountain Chevrolet, 130638, Franklin NC., Waynesville Chevrolet Buick,272113, Waynesville, NC., Harry's Buick GMC Cadillac,116448, Asheville, NC.

Dealership Contact: Jessica Owen

VIN: 1GKS2BKC4GR[redacted]

Vehicle: 2016 Yukon GMC

Mileage: 34,336

Dear Aliyah,

Due to time constraints, a response to this email is required within 24 hours in order to contact the Attorney and Dealership to schedule the Final Repair Attempt appointment.

This email is being sent to notify you of a NISM with an FRA request in your district. The related FRA per the Demand Letter was received on April 27, 2017 and is attached for your reference. The Technical Assistance Center has been involved [redacted]. The state mandated timelines for the repair appointment are as follows:

Appointment must be scheduled by: May 5, 2017
Repair Attempt Must be conducted by: Manufacturer must be allowed an opportunity no longer than 15 calendar days.

Below is a summary of the Customer's vehicle complaint:

At this time I do not have a specific concern, Please use Global Warranty for more information. I have asked the attorney to provide me a specific concern.
Please reply to this email indicating:

1) A date when you (or your designee - provide name) are available to participate in the repair appointment at 71 CAT CREEK ROAD FRANKLIN NC 28734;

2) If you will dispatch 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 have requested. I may need to reach back out to offer a new date if the Attorney/Customer requests a postponement or delay.

In addition to scheduling the Final Repair Attempt, I will also need to know what level of involvement you would like as we resolve this NISM. Please choose from the following options:

A) I am not aware of this vehicle or customer's concerns, and have no additional information to provide. However, I am interested in the outcome of this matter and would like to be contacted about the settlement offers.

B) I am not aware of this vehicle or customer's concerns, and have no additional information to provide. Please notify me after a decision has been reached between the Early Resolution Program and the attorney.

C) I have information on this case that may assist in your review (please provide in your reply).

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.**

For ease in responding, please feel free to complete the template below and copy/paste it into your response:

Appointment Availability	**<Date or date range>**

FSE Requested	**<Yes or No>**
Vehicle Drop Off	**<Day before or Day of>**
Rental Being Provided	**<Yes or No>**
Case Involvement Level	**<A, B or C>**

Thank You,

BRC Legal Agent
Phone (866) 790- 5700 x 5911797
Fax (586)-920-0736
Laura.Juarez@gm.com

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.

"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

Laura Juarez (C)

From: Laura Juarez (C)
Sent: Tuesday, September 19, 2017 2:12 PM
To: Aliyah Jones
Cc: Mary Livingston (C); Nora Valverde (C)
Subject: BRC-Legal Notification of Resolution [redacted] <CUSTOMER LAST NAME>

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Smoky Mountain Chevrolet, 130638, Franklin, NC

Dealership Contact: Jessica Owens
VIN: 1GKS2BKC4GR[redacted]
Vehicle: 2016 Yukon GMC
Mileage: 34,392

Dear Aliyah

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 $11,000.00, Goodwill cash 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 1-866-790-5700, extension #5911797.

Thank You,

Laura
Business Resource Center
Alorica on behalf of General Motors
PHONE: 1-866-790-5700, Ext. 5911797
FAX: 586-920-0736

GENERAL MOTORS COMPANY

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.

"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

Form **W-9**
(Rev. December 2014)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

Give Form to the requester. Do not send to the IRS.

Print or type
See **Specific Instructions** on page 2.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.

Lemon Law Group Partners PLC

2 Business name/disregarded entity name, if different from above

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

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

Note. For a single-member LLC that is disregarded, do not check LLC; check the appropriate box in the line above for the tax classification of the single-member owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.)

2775 Sunny Isles Blvd, Suite 150

Requester's name and address (optional)

6 City, state, and ZIP code

North Miami Beach, FL 33160

7 List account number(s) here (optional)

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the instructions for line 1 and the chart on page 4 for guidelines on whose number to enter.

Social security number

			–			–				

or

Employer identification number

■	■	–	■	■	■	■	■	■	■

Part II Certification

Under penalties of perjury, I certify that:

1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and
3. I am a U.S. citizen or other U.S. person (defined below); and
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions on page 3.

Sign Here | **Signature of U.S. person ▶** | **Date ▶**

General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Future developments. Information about developments affecting Form W-9 (such as legislation enacted after we release it) is at *www.irs.gov/fw9*.

Purpose of Form

An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following:

- Form 1099-INT (interest earned or paid)
- Form 1099-DIV (dividends, including those from stocks or mutual funds)
- Form 1099-MISC (various types of income, prizes, awards, or gross proceeds)
- Form 1099-B (stock or mutual fund sales and certain other transactions by brokers)
- Form 1099-S (proceeds from real estate transactions)
- Form 1099-K (merchant card and third party network transactions)
- Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition)
- Form 1099-C (canceled debt)
- Form 1099-A (acquisition or abandonment of secured property)

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.

If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See *What is backup withholding?* on page 2.

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income, and
4. Certify that FATCA code(s) entered on this form (if any) indicating that you are exempt from the FATCA reporting, is correct. See *What is FATCA reporting?* on page 2 for further information.

Note. If you are a U.S. person and 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 under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 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 section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States:

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.

2. The treaty article addressing the income.

3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. The type and amount of income that qualifies for the exemption from tax.

5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,

2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code* on page 3 and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships* above.

What is FATCA reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code* on page 3 and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account, list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note. ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C Corporation, or S Corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box in line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box in line 3.

Limited Liability Company (LLC). If the name on line 1 is an LLC treated as a partnership for U.S. federal tax purposes, check the "Limited Liability Company" box and enter "P" in the space provided. If the LLC has filed Form 8832 or 2553 to be taxed as a corporation, check the "Limited Liability Company" box and in the space provided enter "C" for C corporation or "S" for S corporation. If it is a single-member LLC that is a disregarded entity, do not check the "Limited Liability Company" box; instead check the first box in line 3 "Individual/sole proprietor or single-member LLC."

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space in line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)

2—The United States or any of its agencies or instrumentalities

3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

4—A foreign government or any of its political subdivisions, agencies, or instrumentalities

5—A corporation

6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession

7—A futures commission merchant registered with the Commodity Futures Trading Commission

8—A real estate investment trust

9—An entity registered at all times during the tax year under the Investment Company Act of 1940

10—A common trust fund operated by a bank under section 584(a)

11—A financial institution

12—A middleman known in the investment community as a nominee or custodian

13—A trust exempt from tax under section 664 or described in section 4947

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over $600 required to be reported and direct sales over $5,000[1]	Generally, exempt payees 1 through 5[2]
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

[1] See Form 1099-MISC, Miscellaneous Income, and its instructions.

[2] However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note. You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited Liability Company (LLC)* on this page), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at *www.ssa.gov*. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at *www.irs.gov/businesses* and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting IRS.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: *A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.*

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, or 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code* earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account[1]
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor[2]
4. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee[1] The actual owner[1]
5. Sole proprietorship or disregarded entity owned by an individual	The owner[3]
6. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	**Give name and EIN of:**
7. Disregarded entity not owned by an individual	The owner
8. A valid trust, estate, or pension trust	Legal entity[4]
9. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
10. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
11. Partnership or multi-member LLC	The partnership
12. A broker or registered nominee	The broker or nominee
13. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
14. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

[1] List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

[2] Circle the minor's name and furnish the minor's SSN.

[3] You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

[4] List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships* on page 2.

***Note.** Grantor also must provide a Form W-9 to trustee of trust.

Note. If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Publication 4535, Identity Theft Prevention and Victim Assistance.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to *phishing@irs.gov.* You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: *spam@uce.gov* or contact them at *www.ftc.gov/idtheft* or 1-877-IDTHEFT (1-877-438-4338).

Visit IRS.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

PE18-012

GM

3-27-2019

Q3

May 1, 2017

Jeffrey Schreiber, Esq.
Lemon Law Group Partners PLC
314 N Cedar St
Summerville, SC 29483

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4GR[redacted]
Customer Relationship Specialist: Laura

Dear Mr. Schreiber:

This is to advise that General Motors is in receipt of the above referenced case dated April 11, 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: Supporting Documents
☒ 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

cc:

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

STATE OF NORTH CAROLINA
REGISTRATION CARD

[redacted]	EXP EXP DATE 01/31/2018	INSPECTION DUE 01/31/2018
VEHICLE ID # 1GKS2HKC4GR[redacted]		GROSS WT
MAKE/SERIES GMC	TITLE # [redacted]	EQUIP #

SHIPPING WEIGHT	STYLE	YEAR	FUEL	TOTAL FEE
	MP	2016	U	36.00

CLASSIFICATION	VEHICLE BRAND
PRIVATE/PASS VEH	

[redacted]	CUSTOMER ID # OWNER 2	COUNTY
[redacted]		JACKS

Please Print Neatly

109 - INTERSTATE NATIONAL INS CO
INSURANCE COMPANY AUTHORIZED IN NC

[redacted]
POLICY NUMBER

[redacted]

1GKS2HKC4GR[redacted]

PE18-012

GM

3-27-2019

Q3

SMOKY MOUNTAIN CHEVROLET

WWW.SMOKYMOUNTAINCHEVY.COM

Fax Transmittal Form

To: [redacted]

Name: [redacted]

From: Smoky Mountain Chevrolet

* Organization Name/Dept:

Phone: 828-524-0734
Fax: 828-524-5484
Email: smchevy@smnet.net

- ☐ Urgent
- ☐ For Review
- ☐ Please Comment
- ☐ Please Reply

Date sent: 06-09-17
Time sent:
Number of pages including cover page: 8

Message:

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mountain
CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

[redacted]

SERVICE ADVISOR: 56464 SHERRY ANN CONWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34369/34369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 09MAY17			CASH	10MAY17

R.O. OPENED	READY	OPTIONS:
15:52 09MAY17	14:37 10MAY17	STK: [redacted] ENG:5.3_Liter_SIDI

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER HAS A LOANER			
01 GENERAL MAINTENANCE			
52970 CPRT			
34369 FIELD REP CAME AND CHECKED VEHICLE AND DROVE WITH GM REP COULD NOT DUPLICATE ANY PROBLEM WITH VEHICLE .		0.00	0.00
**********			
B CUSTOMER STATES BREAK PEDDLE IS HARD			
01 GENERAL MAINTENANCE			
52970 CPRT			
**********		0.00	0.00

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X _____
CUSTOMER SIGNATURE

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE

THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

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06/09/2017 4:23 PM FAX 8285245184 SMOKY MOUNTAIN CHEVROLET 0002/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 24MAR17			CASH	03APR17

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
15:41 24MAR17	11:44 03APR17	

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL

A CUSTOMER STATES THAT WHILE IN LINE AND USING BRAKE PEDAL THE PEDAL GOT HARD HARD AND WASNT APLLYING THE BRAKES AT THE ROTORS

CAUSE: .

4023850 VACUUM PUMP ASSEMBLY REPLACEMENT

52970 W 1.40 125.05 125.05

1 12669488 (S)PUMP 242.13 169.48 169.48

1 12658179 (S)BELT 66.05 52.71 52.71

1 12658178 (S)BELT KIT 75.71 52.99 52.99

FC: PART#: 12669488 COUNT: 1 19656 27518 TPARTS

CLAIM TYPE:

AUTH CODE:

3640 12505 TLABOR

SALE-LBR: 125.05 PTS: 275.18 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 400.23

34336 VACUUME PUMP CONTACTED TAC AFTER TEST DRIVING AND COULD NOT DUPLICATE. THERE ARE NO DTCs STORED AT THIS TIME EITHER. CASE NUMBER [redacted]. WHERE I WAS INSTRUCTED TO TEST ENGINE VACUUM AT PUMP ON AN COLD START AND INSPECTED FOR EXCESSIVE OIL DEPOSITS. NO OIL DEPOSITS ARE FOUND. COLD ENGINE VACUUM IS 23 IN POUNDS AND WAS NOT 27 INCH POUNDS AS DIRECTED BY TAC, TAC ADVISED IF LESS THAN 27 INCH POUNDS TO REPLACED PUMP. REPLACED VACUUMED PUMP AND BOTH BELTS AND TEST DROVE NORMAL CONDITION FOUND AT THIS TIME

****

SALE-LBR: 125.05 PTS: 275.18 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 400.23

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-30-17	09:56	12:57	3.02	W	52970	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	12505	3640		48000	27518	19656	
26300	40023	*******					

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X _____
CUSTOMER SIGNATURE

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THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

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WARRANTY COPY

SMOKY MOUNTAIN CHEVROLET 8285215184 06/09/2017 4:23 PM FAX 0003/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 24MAR17			CASH	03APR17

R.O. OPENED	READY	OPTIONS:
15:41 24MAR17	11:44 03APR17	STK[redacted] ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 23296 40023 0

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PARTS AMOUNT	275.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	400.23
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.23

Computer Control, Inc. SERVICE INVOICE TYPE 2 - 0100

WARRANTY COPY

SMOKY MOUNTAIN CHEVROLET

0004/0008

06/09/2017 4:24 PM FAX 8285245184

71 Cat Creek Road • Highway 441 • Franklin, NC 28734 • Phone: 828-524-0734 • Toll Free: 800-452-2438
WWW.SMOKYMOUNTAINCHEVY.COM

Fax Transmittal Form

To [redacted]

Name:

Organization Name/Dept:

From Bobby

Smoky Mountain Chevrolet

Phone: 828-524-0734
Fax: 828-524-5484
Email: smohevy@smnet.net

- ☐ Urgent
- ☐ For Review
- ☐ Please Comment
- ☐ Please Reply

Date sent: 06-08-17
Time sent:
Number of pages including cover page: 8

Message:

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Smoky Mountain CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 56464 SHERRY ANN CONWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GF[redacted]		34369/34369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 09MAY17			CASH	10MAY17

R.O. OPENED	READY	OPTIONS:
15:52 09MAY17	14:37 10MAY17	STK: [redacted] ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A	CUSTOMER HAS A LOANER							
	01		GENERAL MAINTENANCE					
		52970	CPRT					
	34369 FIELD REP CAME AND CHECKED VEHICLE AND DROVE WITH GM REP COULD NOT DUPLICATE ANY PROBLEM WITH VEHICLE .						0.00	0.00
	**********							
B	CUSTOMER STATES BREAK PEDDLE IS HARD							
	01		GENERAL MAINTENANCE					
		52970	CPRT					
	**********						0.00	0.00

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THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

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06/09/2017 4:29 PM FAX 8285245184 SMOKY MOUNTAIN CHEVROLET 0002/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

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(828) 524-0734
www.SmokyMountainChevy.com
www.JackyJonesMotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336	[redacted]

01MAR17 IS
01MAR17 PD

15:41 24MAR17 11:41 03APR17

CAUSE: .

52970 W 1.40

		125.05	125.05	
1 12669488 (S)DIMD		242.13	169.48	169.48
1 12669170 (S)PRPT		88.07	62.71	62.71
1 [illegible] (S)INSP KIT		76.71	53.69	53.69

PC: PARTS: 12669488 COUNT: 1 19656 27518 TRANS

CLAIM TYPE:

AUTH CODE:

3640 12505 TLADOR

[illegible] DTC: [illegible] MSG. [illegible]

[redacted] THERE WAS NO DTCS STORED AT THIS TIME EITHER. CASE NUMBER [redacted]. WHERE I WAS INSTRUCTED TO TEST ENGINE VACUUM AT PUMP ON AN COLD START AND INSPECTED FOR EXCESSIVE OIL DEPOSITS. NO OIL DEPOSITS ARE FOUND. COLD ENGINE VACUUM IS 23 IN POUNDS AND WAS NOT 27 INCH POUNDS AS DIRECTED BY TAC, TAC ADVISED IF LESS THAN 27 INCH POUNDS TO REPLACED PUMP. REPLACED VACUUMED PUMP AND BOTH BELTS AND TEST DROVE NORMAL CONDITION FOUND AT THIS TIME

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SALE-LBR: 125.05 PTS: 275.18 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 400.23

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-30-17	09:56	12:57	3.02	W	52970	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	12505	3640		48000	27518	19656	
26300	40023	*******					

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PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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WARRANTY COPY

SMOKY MOUNTAIN CHEVROLET 06/09/2017 4:29 PM FAX 8285215184 0003/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

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www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 24MAR17			CASH	03APR17

R.O. OPENED	READY	OPTIONS:
15:41 24MAR17	11:44 03APR17	STK:[redacted] ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 23296 40023 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	125.05
PARTS AMOUNT	275.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	400.23
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.23

71 Cat Creek Road • Highway 441 • Franklin, NC 28734 • Phone: 828-524-0734 • Toll Free: 800-452-2438
www.SmokyMountainChevy.com

Fax Transmittal Form

To [redacted]

Name:

Organization Name/Dept:

From Bobb

Smoky Mountain Chevrolet

Phone: 828-524-0734
Fax: 828-524-5484
Email: smchevy@smnet.net

- ☐ Urgent
- ☐ For Review
- ☐ Please Comment
- ☐ Please Reply

Date sent: 06-08-17
Time sent:
Number of pages including cover page: 8

Message:

06/09/2017 4:50 PM FAX 8285245484 SMOKY MOUNTAIN CHEVROLET 0001/0008

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

PAGE 1

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SERVICE ADVISOR: 56464 SHERRY ANN CONWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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01MAR17 IS 01MAR17 DD			18:00 09MAY17			CASH	10MAY17

R.O. OPENED	READY	OPTIONS: STK: [redacted] ENG:5.3_Liter_SIDI
15:52 09MAY17	14:37 10MAY17	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A CUSTOMER HAS A LOANER			
01 GENERAL MAINTENANCE			
52970 CPRT			
34369 FIELD REP CAME AND CHECKED VEHICLE AND DROVE WITH GM REP COULD NOT DUPLICATE ANY PROBLEM WITH VEHICLE .		0.00	0.00
**********			
B CUSTOMER STATES BREAK PEDDLE IS HARD			
01 GENERAL MAINTENANCE			
52970 CPRT			
**********		0.00	0.00

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GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER COPY

SMOKY MOUNTAIN CHEVROLET 8285215184 06/09/2017 4:50 PM FAX 0002/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. - Franklin, NC 28734
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SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
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R.O. OPENED	READY	OPTIONS:
15:41 24MAR17	11:44 03APR17	STK#[redacted] ENG:5.3_Liter_SIDI

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
A CUSTOMER STATES THAT WHILE IN LINE AND USING BRAKE PEDAL THE PEDAL GOT HARD HARD AND WASNT APLLYING THE BRAKES AT THE ROTORS								
CAUSE: .								
	4023850			VACUUM PUMP ASSEMBLY REPLACEMENT				
	52970		W	1.40				
	1 12669488		(S)	PUMP		242.13	125.05 169.48	125.05 169.48
	1 12658179		(S)	BELT		66.05	52.71	52.71
	1 12658178		(S)	BELT KIT		75.71	52.99	52.99
FC: PART#: 12669488 COUNT: 1					19656		27518 TPARTS	
CLAIM TYPE:								
AUTH CODE:								
					3640		12505 TLABOR	

SALE-LBR: 125.05 PTS: 275.18 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 400.23

34336 VACUUME PUMP CONTACTED TAC AFTER TEST DRIVING AND COULD NOT DUPLICATE. THERE ARE NO DTCs STORED AT THIS TIME EITHER. CASE NUMBER [redacted] WHERE I WAS INSTRUCTED TO TEST ENGINE VACUUM AT PUMP ON AN COLD START AND INSPECTED FOR EXCESSIVE OIL DEPOSITS. NO OIL DEPOSITS ARE FOUND. COLD ENGINE VACUUM IS 23 IN POUNDS AND WAS NOT 27 INCH POUNDS AS DIRECTED BY TAC, TAC ADVISED IF LESS THAN 27 INCH POUNDS TO REPLACED PUMP. REPLACED VACUUMED PUMP AND BOTH BELTS AND TEST DROVE NORMAL CONDITION FOUND AT THIS TIME

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-30-17	09:56	12:57	3.02	W	52970	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	12505	3640		48000	27518	19656	
26300	40023	*******					

"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. And the Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items."

TERMS STRICTLY CASH UNLESS ARRANGEMENTS MADE

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X _____
CUSTOMER SIGNATURE

BE SURE TO PRESENT YOUR OWNER ADVANTAGE CARD AT TIME OF WRITE-UP BENEFIT FROM POINTS EARNED AT PREVIOUS VISITS. CUSTOMERS WITH E-MAIL ADDRESSES WILL RECEIVE NOTICE OF SPECIAL SERVICE OFFERS SPECIFIC TO ADVANTAGE CARD HOLDERS. BE SURE THAT YOURS IS ON FILE.

THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

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WARRANTY COPY

SMOKY MOUNTAIN CHEVROLET

06/09/2017 4:51 PM FAX 8285245184

0003/0008

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34336/34336	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 24MAR17			CASH	03APR17

R.O. OPENED	READY	OPTIONS: STK:[redacted] ENG:5.3_Liter_SIDI
15:41 24MAR17	11:44 03APR17	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

COST, SALE, & COMP TOTALS 23296 40023 0

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THANK YOU. WE APPRECIATE YOUR BUSINESS!

DESCRIPTION	TOTALS
LABOR AMOUNT	125.05
PARTS AMOUNT	275.18
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	400.23
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	400.23

Chevrolet 2100 A3R Wk SERVICE INVOICE TYPE 2 - 8.5

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 56464 SHERRY ANN CONWAY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34257/34257	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 01MAR17 DD			18:00 13MAR17			CASH	23MAR17

R.O. OPENED	READY	OPTIONS:
17:35 13MAR17	17:25 23MAR17	STK: [redacted] ENG:5.3 Liter SIDI

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE WOULD NOT STOP TRIED TO PULL EMERGENCY BRAKE
HAD TO THROW VEHICLE IN PARK TO GET IT TO STOP
CAUSE: .
CONCERN CODE: 0090
2441580 POWER VACUUM BRAKE BOOSTER REPLACEMENT
52970 W 1.00
1 23135220 (S)BOOSTER 89.32 89.32
FC: PART#: 23135220 COUNT: 1 7946 158.91 11124 TPARTS 111.24 111.24
CLAIM TYPE: ZREG
AUTH CODE:

2600 8932 TLABOR

SALE-LBR: 89.32 PTS: 111.24 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 200.56

34257 C0299 BRAKE BOOSTER FOUND DTC C0299 FOR LARGE VACUUM LEAK IN BRAKE SYSTEM, TESTED OPERATION FOUND BRAKES TO OPERATE NORMALLY AND FOUND NO VACUUM LEAKS, CONTACTED TAC [redacted] WHERE I WAS INSTRUCTED THAT BRAKED CAN HAVE STIFF AT TIMES DUE TO DESIGN OF BRAKE SYSTEM AND THAT A SLIGHT FIRM PEDAL IS CONSIDERED NORMAL FROM TIME TO TO TIME IN HEAVY TRAFFIC, BUT TAC ADVISED TO ALSO REP[LACE THE BRAKE BOOSTER REPLACED BRAKE BOOSTER AND ROAD TESTED CONDITION CORRECTED
****

SALE-LBR: 89.32 PTS: 111.24 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 200.56

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-21-17	13:04	13:07	0.05	W	52970	A	
	13:07	13:07	0.00	W	52970	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	8932	2600		48000	11124	7946	
26300	20056	*******					

COST, SALE, & COMP TOTALS 10546 20056 0

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X _____
CUSTOMER SIGNATURE

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THANK YOU, WE APPRECIATE YOUR BUSINESS!

DESCRIPTION	TOTALS
LABOR AMOUNT	89.32
PARTS AMOUNT	111.24
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	200.56
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	200.56

Dealer 2008 ADP Inc Service Invoice Type 2 - 5100

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	16	GMC YUKON	1GKS2BKC4GF[redacted]		34136/34136	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS							
01MAR17 DD			WAIT 01MAR17			CASH	13MAR17

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG: 5.3 Liter SIDI
14:34 01MAR17	14:38 13MAR17			

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A CUSTOMER STATES THAT THERE IS A CLICKING SOUND IN THE STEERING COLUMN THAT YOU CAN FEEL AND HEAR					
CAUSE: TEST DROVE FOUND VERY INTERMITTENT POP NOISE AT TIMES WHEN DRIVING AND TURING LEFT, ATTEMPTED TO DIAGNOSE BUT NOISE IS VERY HARD TO TRACE DUE TO THE FREQUENCY THAT THE NOISE DOES NOT OCCUR. DURING DIAGNOSTICS FOUND PIT5452A FOR A SIMILAR CONDITION FOUND VERY SLIGHT PLAY IN UPPER BEARING, NEED TO REPLACE UPPER BEARING AND RACE AS PER PI AND REEVALUATE THE CONDITION. REPLACED UPPER COLUMN BEARING RACE AS PER PI AND ROAD TESTED CONDITION CORRECTED					
CONCERN CODE: 0090					
7480168 STEERING SHAFT UPPER BEARING INNER RACE, SEAT, AND SPRING REPLACEMENT					
52970 W 0.90					
1 26055299 (S) SPRING				80.39	80.39
1 15231641 (S) SEAT			5.25	4.19	4.19
1 26001827 (S) BEARING KIT			14.24	11.37	11.37
			61.39	48.99	48.99
FC: PART#: 26001827 COUNT: 1		4610	6455 TPARTS		
CLAIM TYPE: ZREG					
AUTH CODE:					
		2340	8039 TLABOR		

SALE-LBR: 80.39 PTS: 64.55 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 144.94

34136 TEST DROVE FOUND VERY INTERMITTENT POP NOISE AT TIMES WHEN DRIVING AND TURING LEFT, ATTEMPTED TO DIAGNOSE BUT NOISE IS VERY HARD TO TRACE DUE TO THE FREQUENCY THAT THE NOISE DOES NOT OCCUR. DURING DIAGNOSTICS FOUND PIT5452A FOR A SIMILAR CONDITION FOUND VERY SLIGHT PLAY IN UPPER BEARING, NEED TO REPLACE UPPER BEARING AND RACE AS PER PI AND REEVALUATE THE CONDITION. REPLACED UPPER COLUMN BEARING RACE AS PER PI AND ROAD TESTED CONDITION CORRECTED
TEST DROVE FOUND VERY INTERMITTENT POP NOISE AT TIMES WHEN DRIVING AND TURING LEFT, ATTEMPTED TO DIAGNOSE BUT NOISE IS VERY HARD TO TRACE DUE TO THE FREQUENCY THAT THE NOISE DOES NOT OCCUR. DURING DIAGNOSTICS

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X _____
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THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

Copyright 2009 ADP, Inc. SERVICE INVOICE TYPE 2 - 8.00

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

SMOKY MOUNTAIN CHEVROLET
71 Cat Creek Rd. · Franklin, NC 28734
(828) 524-0734
www.SmokyMountainChevy.com
www.jackyjonesmotors.com

SERVICE ADVISOR: 58376 BRIAN DOUGLAS KING

USED/N	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
	16	GMC YUKON	1GKS2BKC4GR[redacted]		34136/34136	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01MAR17 IS 02MAR17 DD			WAIT 01MAR17			CASH	13MAR17

R.O. OPENED	READY	OPTIONS:	STK: [redacted]	ENG: 5.3 Liter SIDI
14:34 01MAR17	14:38 13MAR17			

LINE OPCODE TECH TYPE HOURS

[illegible] FOR A SIMILAR CONDITION FOUND VERY SLIGHT PLAY IN UPPER BEARING, NEED TO REPLACE UPPER BEARING AND RACE AS PER PI AND REEVALUATE THE CONDITION. REPLACED UPPER COLUMN BEARING RACE AS PER PI AND ROAD TESTED CONDITION CORRECTED
7480168 .9

			LIST	NET	TOTAL
	**********				
C**	CUSTOMER STATES WAS IN A DRIVE THRU CREEPING SLOW WHEN BRAKES STARTED MAKING A GRINDING TYPE NOISE, BRAKES GOT VERY HARD AND COULD NT PUSH THEM DOWN. FEW MIN LATER HAPPENED AGAIN AND SERVICE BRAKE ASS LIGHT CAME OMN				
CAUSE:	TEST DROVE AND FOUND INTERMITTENT BRAKE LAMP ON IPC FOUND DTC C0299 FOR BRAKE BOOSTER VACUUM SWITCH TESTED SYSTEM AND FOUND INTERNAL OPEN WITH IN BRAKE SWITCH. BRAKE BOOSTER VACUUM SWITCH NEEDS REPLACED TO CORRECT. REPLACED BRAKE VACUUM SWITCH AND ROAD TESTED CONDITION CORRECTED				
	2441500 POWER BRAKE BOOSTER VACUUM SENSOR REPLACEMENT				
	52970 W 0.50				
	1 23135228 (S)PIPE		73.24	44.66 51.27	44.66 51.27
	ZSCT SERVICE CONTRACT VEHICLE				
	52970 W 0.00				
	FC: PART#: 23135228 COUNT: 1	3662	5127 TPARTS	120.00	120.00
	CLAIM TYPE: ZREG				
	AUTH CODE:				
		1300	16466 TLABOR		

SALE-LBR: 164.66 PTS: 51.27 MSC: 0.00 LUB: 0.00 SUB: 0.00 TOTAL 215.93

34136 BRAKE BOOSTER SWITCH
TEST DROVE AND FOUND INTERMITTENT BRAKE LAMP ON IPC FOUND DTC C0299 FOR BRAKE BOOSTER VACUUM SWITCH TESTED SYSTEM AND FOUND INTERNAL OPEN WITH IN BRAKE SWITCH. BRAKE BOOSTER VACUUM SWITCH NEEDS REPLACED TO CORRECT. REPLACED BRAKE VACUUM SWITCH AND ROAD TESTED CONDITION CORRECTED

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THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

WARRANTY COPY

06/09/2017 4:53 PM FAX 8285245484 SMOKY MOUNTAIN CHEVROLET 0007/0008

PE18-012

GM

3-27-2019

Q3

August 21, 2017

Jeffrey Schreiber, Esq.
Lemon Law Group Partners Plc
314 N Cedar St
Summerville, SC 29483

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon
Vehicle Identification Number: 1GKS2BKC4GF[redacted]
Customer Relationship Specialist: Laura

Dear Mr. Schreiber:

We regret that your client(s) is dissatisfied with his 2016 GMC Yukon 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 $11,000.00

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) does 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

cc:

34,392

[redacted]

Client's Signature

9/18/17

Date

Client's Signature

Date

PE18-012

GM

3-27-2019

Q3

RELEASE OF CLAIM

I, [redacted] (hereinafter referred to as "Releasor(s)"), on behalf of myself and my assigns, heirs and executors, in consideration of $11,000.00 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 purchase, repair, maintenance, operation, alteration, or use of Releasor(s) 2016 GMC Yukon bearing Vehicle Identification Number 1GKS2BKC4GR[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 initiated any court, arbitration or other proceeding against Releasees, Releasor(s) immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 34,392 on the date of the signing of this release.

Releasor(s) has 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 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 agree to the terms of this Release of All Claims

DATE SIGNED: 09/19/2017

[redacted]

Claimant's Signature

Claimant's Signature

PO Box 22 — 45 Day Lily Ln

Address

Address

Webster NC 28788 — Sylva NC 28779

City, State, Zip Code

City, State, Zip Code

STATE OF NC

COUNTY OF Swain

Sworn to (or affirmed) and subscribed before me this 18th day of September, 2017.

by [redacted]

Signature of Notary Public

Misty Millsaps

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification _____

Type of identification _____

My commission expires: 01-05-2019

MISTY MILLSAPS NOTARY PUBLIC GRAHAM COUNTY, N.C. MY COMMISSION EXPIRES 01/05/2019

CC:

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] () -	Chevrolet Silverado 1500 2015 3GCPCRECXFG[redacted] Mileage Now: 35800 mi Warranty Start: 10/05/2015	A GM Dealer has not diagnosed the current concern Repairs are in-progress Vehicle is operable for this concern and is able to be driven

Key Points

STS The customer was out on vacation in Pensacola, FL. According to the customer, the brakes failed and he doesn't feel safe driving the vehicle. It was towed to the dealer and was advised they don't have the part and they don't know when it will be available. The customer is looking for compensation for the days of work that he will miss, and reimbursement for lodging and a rental vehicle. The dealer did not provide the customer with a rental vehicle, and then he was able to drive home to get to Bill Hood. The customer is really upset and even obcene and is saying we need to buy back his vehicle. He said he is really mad that the vehicle is a Lemon. He is demanding we reimburse all his bills, and he does not know whay we have doe duplicate the concern. He demanded to speak to team leader and floo Support helped, and I will have TL call him.

SKS Customer is demanding that reimbursement for trip bills, and also wants a loner vehicle for this repair.

ADV I thanked the customer for calling and apologized for his concerns. I will follow up to verify diagnosis and repair status and see that vehicle is diagnosed and serviced

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

Additional key points

This customer has purchased these GM vehicles:

Reference

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

PE18-012

GM

3-27-2019

Q3

165 Fort Pickens Rd.
Pensacola Beach, FL 32561
850-916-9755

Reservation # 233148

Send To [redacted]

Phone 5049404818

Guest Name [redacted]

Arrival Date 05/05/2017

Departure Date 05/07/2017

Room Information [redacted]

Bill To [redacted]

Folio Number 172683

Trans Date	Description		Voucher	Amount
Charges				
05/05/2017	Spring Rack Rate		mbh-528	298.80
05/05/2017	State/County/Occupancy Tax		mbh-528	34.36
05/05/2017	SRIA Fee		mbh-528	3.82
05/05/2017	Sales Tax		mbh-528	.29
05/06/2017	Spring Rack Rate		mbh-528	298.80
05/06/2017	State/County/Occupancy Tax		mbh-528	34.36
05/06/2017	SRIA Fee		mbh-528	3.82
05/06/2017	Sales Tax		mbh-528	.29
Total Charges				**674.54**
Payments				
05/07/2017	Discover	xxxxxxxxxxxx4786	00555R	-674.54
Total Payments				**-674.54**

Balance Due **0.00**

I have received the goods and / or services in the amount shown hereon. I agree that my liability for this bill is not waived and agree to be held personally liable in the event that the indicated person, company, or association fails to pay for any part or the full amount of these charges. If a credit card charge, I further agree to perform the obligations set forth in the cardholder's agreement with the issuer.

Guest Signature: _____

PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From: Steve Franklin
Sent: Monday, May 15, 2017 4:23 PM
To: Thomas Brown (C)
Subject: RE: URGENT – CA CEC Early Response Approval; FR[redacted], Marvin K Brown Auto, [redacted]

Thomas,

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.

Steve Franklin
Business Resource Support Manager
Customer Care & Aftersales – Western Region
steve.franklin@gm.com
C[redacted]

From: Thomas Brown (C)
Sent: Friday, May 12, 2017 12:16 PM
To: Steve Franklin <steve.franklin@gm.com>
Subject: URGENT – CA CEC Early Response Approval; FR[redacted], Marvin K Brown Auto, [redacted]

Steve,

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

Involved Dealership: Marvin K Brown Auto, 119152, Sand Diego, CA
Dealership Contact: Greg White
VIN: 1GKS2GKC4FR[redacted]
Vehicle: 2015 GMC Yukon XL
Mileage: 30,450
Summary of vehicle concern: Brakes went to the floor while driving and couldn't stop the vehicle.
Facts supporting recommendation: Customer seeks repurchase/replacement of the vehicle. Customer indicate he is also an attorney. 1 presentations for brake noise and 1 presentation for brakes going to the floor. Both issues have been resolved. 7 days out of service. Warranty start date: 2/2/15

Vehicle Transaction History:
12/20/2016 01-46151ZFAT----Field Action Recall9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w26,019 MI

06/17/2016 01-44069ZREG----Regular Vehicle Transaction0600743 - GMC 2 Year Maintenance18,625 MI
02/16/2016 787999ZREG----Regular Vehicle Transaction0600743 - GMC 2 Year Maintenance13,759 MI
01/20/2016 786082ZFAT----Field Action Recall9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS12,975 MI
01/20/2016 786082ZREG----Regular Vehicle Transaction3423140 - Disc Player Replacement12,975 MI
12/21/2015 0327482ZREG----Regular Vehicle Transaction0600368 - RADIO RECEIVER-RETURN TO AC/DELCO ESC12,975 MI
12/17/2015 784061ZREG----Regular Vehicle Transaction2420150 - Front Disc Brake Pads Replacement11,611 MI
09/12/2015 777850ZREG----Regular Vehicle Transaction0600743 - GMC 2 Year Maintenance8,009 MI
11/25/2014 759725ZPDI----Pre-Delivery Inspection0590032 - PDI - Dealer Installed - Factory Invoiced Options4 MI
10/16/2014 A04837ZPDI----Pre-Delivery Inspection0590072 - Pre-Delivery Inspection - Base Time1 MI

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From: Justin Feist
Sent: Thursday, May 11, 2017 1:10 PM
To: Thomas Brown (C); 'gwhite@mkb.com'
Subject: RE: Request for assistance: [redacted] 1GKS2GKC4FR[redacted]

Hi Greg and Thomas,

In the state of CA we cannot offer a Owners Loyalty Cert. until the vehicle is out of all warranty.

The only solution I can think of is to reimburse a vehicle payment for the customer – which would be for the inconvenience of the current repairs, not for buying a new vehicle.

Thanks,

Justin

From: Thomas Brown (C)
Sent: Wednesday, May 10, 2017 4:27 PM
To: Justin Feist <justin.feist@cadillac.com>
Subject: Request for assistance: Jonna; 1GKS2GKC4FR[redacted]

Justin,
I've been working w/ Service Manager Greg White and Tony at Marvin K Brown Auto in regards to this customer's recent vehicle issues. I don't know if we can make this happen or not, but we need to see if you can assist in any way, shape or form towards brand loyalty or something along those lines. Since the vehicle is under the B2B warranty it's against our policies. The customer is seeking repurchase but the vehicle is nowhere near being a candidate. However, he does have strong purchasing power, shown below. I'm just reaching for the stars to try and save this customer. Any thoughts?

1GKS2GKC4FR[redacted] – 2015 GMC Yukon XL
1GYS3GKJ6FR[redacted] – 2015 Cadillac Escalade ESV
1G6AW5SX9E[redacted] – 2014 Cadillac CTS
1G6DA1E38C[redacted] – 2012 Cadillac CTS
1GNSCJE02CR[redacted] – 2012 Chevrolet Suburban

- Customer Name: [redacted]
- Vehicle Information: 2015 GMC Yukon XL
- VIN: 1GKS2GKC4FR[redacted]

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From: Thomas Brown (C)
Sent: Friday, May 12, 2017 2:16 PM
To: Steve Franklin
Subject: URGENT – CA CEC Early Response Approval; FR[redacted] Marvin K Brown Auto, [redacted]
Attachments: Case assessment - [redacted]

Steve,

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

Involved Dealership: Marvin K Brown Auto, 119152, Sand Diego, CA
Dealership Contact: Greg White
VIN: 1GKS2GKC4FR[redacted]
Vehicle: 2015 GMC Yukon XL
Mileage: 30,450
Summary of vehicle concern: Brakes went to the floor while driving and couldn't stop the vehicle.
Facts supporting recommendation: Customer seeks repurchase/replacement of the vehicle. Customer indicate he is also an attorney. 1 presentations for brake noise and 1 presentation for brakes going to the floor. Both issues have been resolved. 7 days out of service. Warranty start date: 2/2/15

Vehicle Transaction History:
12/20/2016 01-46151ZFAT----Field Action Recall9102276 - 16007 - N16-204817 - Inflatable Restraint Sensing and Diagnostic Module Reprogramming w26,019 MI
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02/16/2016 787999ZREG----Regular Vehicle Transaction0600743 - GMC 2 Year Maintenance13,759 MI
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10/16/2014 A04837ZPDI----Pre-Delivery Inspection0590072 - Pre-Delivery Inspection - Base Time1 MI

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From:	Thomas Brown (C)
Sent:	Wednesday, May 10, 2017 6:27 PM
To:	justin.feist@gm.com
Subject:	Request for assistance [redacted]; 1GKS2GKC4FR[redacted]

Justin,
I've been working w/ Service Manager Greg White and Tony at Marvin K Brown Auto in regards to this customer's recent vehicle issues. I don't know if we can make this happen or not, but we need to see if you can assist in any way, shape or form towards brand loyalty or something along those lines. Since the vehicle is under the B2B warranty it's against our policies. The customer is seeking repurchase but the vehicle is nowhere near being a candidate. However, he does have strong purchasing power, shown below. I'm just reaching for the stars to try and save this customer. Any thoughts?

1GKS2GKC4FR[redacted] – 2015 GMC Yukon XL
1GYS3GKJ6FR[redacted] – 2015 Cadillac Escalade ESV
1G6AW5SX9E[redacted] – 2014 Cadillac CTS
1G6DA1E38C[redacted] – 2012 Cadillac CTS
1GNSCJE02CR[redacted] – 2012 Chevrolet Suburban

- Customer Name: [redacted]
- Vehicle Information: 2015 GMC Yukon XL
- VIN: 1GKS2GKC4FR[redacted]

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From: Thomas Brown (C)
Sent: Friday, May 12, 2017 12:18 PM
To: 'gwhite@mkb.com'
Subject: FW: [EXTERNAL] RE: Request for assistance: [redacted]; 1GKS2GKC4FR[redacted]

Greg,
Yes, if you want me to make the offer to the customer that would be just fine. This way, he won't think that the dealer is doing one thing and GM can do something separate.

Thomas

From: Justin Feist
Sent: Thursday, May 11, 2017 7:48 PM
To: GWhite; Thomas Brown (C)
Subject: RE: [EXTERNAL] RE: Request for assistance: [redacted] 1GKS2GKC4FR[redacted]

Hi Greg,

That would be the best that we can do, unfortunately CA laws prohibit a lot…

Document 110089005 will provide you the labor op code to use for a vehicle payment.

Thanks,

Justin

From: GWhite [mailto:gwhite@mkb.com]
Sent: Thursday, May 11, 2017 1:15 PM
To: Justin Feist <justin.feist@cadillac.com>; Thomas Brown (C) <thomas.brown@gm.com>
Subject: [EXTERNAL] RE: Request for assistance: [redacted]; 1GKS2GKC4FR[redacted]

Hello Justin,

The customer informed me his monthly payment for the vehicle is $700.00

Greg White

Service Manager
gwhite@mkb.com
Marvin K. Brown
AUTO CENTER
Cadillac • BUICK • GMC
1441 Camino del Rio South
San Diego, Ca. 92108
Direct 619-725-2042
Dealership 619-291-2040

From: Justin Feist [mailto:justin.feist@cadillac.com]
Sent: Thursday, May 11, 2017 11:10 AM
To: Thomas Brown (C); 'gwhite@mkb.com'
Subject: RE: Request for assistance: [redacted]1GKS2GKC4FR[redacted]

Hi Greg and Thomas,

In the state of CA we cannot offer a Owners Loyalty Cert. until the vehicle is out of all warranty.

The only solution I can think of is to reimburse a vehicle payment for the customer – which would be for the inconvenience of the current repairs, not for buying a new vehicle.

Thanks,

Justin

From: Thomas Brown (C)
Sent: Wednesday, May 10, 2017 4:27 PM
To: Justin Feist <justin.feist@cadillac.com>
Subject: Request for assistance [redacted]; 1GKS2GKC4FR[redacted]

Justin,
I've been working w/ Service Manager Greg White and Tony at Marvin K Brown Auto in regards to this customer's recent vehicle issues. I don't know if we can make this happen or not, but we need to see if you can assist in any way, shape or form towards brand loyalty or something along those lines. Since the vehicle is under the B2B warranty it's against our policies. The customer is seeking repurchase but the vehicle is nowhere near being a candidate. However, he does have strong purchasing power, shown below. I'm just reaching for the stars to try and save this customer. Any thoughts?

1GKS2GKC4FR[redacted] – 2015 GMC Yukon XL
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1G6AW5SX9E[redacted] – 2014 Cadillac CTS
1G6DA1E38C[redacted] – 2012 Cadillac CTS
1GNSCJE02CR[redacted] – 2012 Chevrolet Suburban

- Customer Name: [redacted]
- Vehicle Information: 2015 GMC Yukon XL
- VIN: 1GKS2GKC4FR[redacted]

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From: Thomas Brown (C)
Sent: Tuesday, May 16, 2017 12:56 PM
To: 'GWhite'; 'susanna@mkb.com'; Jeff Ciastko (jcias@mkb.com)
Subject: RE: [EXTERNAL] RE: Request for assistance: [redacted]; 1GKS2GKC4FR[redacted]

Greg,
I know you're out of the office but I wanted to update you on the Jonna customer. The file was reviewed and it came back as a repurchase denial as I had suspected. However, the customer has accepted the monthly payment reimbursement that he was offered, which you got approved from DMA Justin Feist. The customer will be reaching out to you either by email or phone when you return to confirm his acceptance of the offer. Thanks again for all your help on this one.

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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From: GWhite [mailto:gwhite@mkb.com]
Sent: Thursday, May 11, 2017 3:15 PM
To: Justin Feist; Thomas Brown (C)
Subject: [EXTERNAL] RE: Request for assistance: [redacted]1GKS2GKC4FR[redacted]

Hello Justin,

The customer informed me his monthly payment for the vehicle is $700.00

Greg White

Service Manager
gwhite@mkb.com
Marvin K. Brown
AUTO CENTER
Cadillac • BUICK • GMC
1441 Camino del Rio South

San Diego, Ca. 92108
Direct 619-725-2042
Dealership 619-291-2040

From: Justin Feist [mailto:justin.feist@cadillac.com]
Sent: Thursday, May 11, 2017 11:10 AM
To: Thomas Brown (C); 'gwhite@mkb.com'
Subject: RE: Request for assistance: [redacted] 1GKS2GKC4FR[redacted]

Hi Greg and Thomas,

In the state of CA we cannot offer a Owners Loyalty Cert. until the vehicle is out of all warranty.

The only solution I can think of is to reimburse a vehicle payment for the customer – which would be for the inconvenience of the current repairs, not for buying a new vehicle.

Thanks,

Justin

From: Thomas Brown (C)
Sent: Wednesday, May 10, 2017 4:27 PM
To: Justin Feist <justin.feist@cadillac.com>
Subject: Request for assistance [redacted] 1GKS2GKC4FR[redacted]

Justin,
I've been working w/ Service Manager Greg White and Tony at Marvin K Brown Auto in regards to this customer's recent vehicle issues. I don't know if we can make this happen or not, but we need to see if you can assist in any way, shape or form towards brand loyalty or something along those lines. Since the vehicle is under the B2B warranty it's against our policies. The customer is seeking repurchase but the vehicle is nowhere near being a candidate. However, he does have strong purchasing power, shown below. I'm just reaching for the stars to try and save this customer. Any thoughts?

1GKS2GKC4FR[redacted] – 2015 GMC Yukon XL
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1G6DA1E38C[redacted] – 2012 Cadillac CTS
1GNSCJE02CR[redacted] – 2012 Chevrolet Suburban

- Customer Name: [redacted]
- Vehicle Information: 2015 GMC Yukon XL
- VIN: 1GKS2GKC4FR[redacted]

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From:	Thomas Brown (C)
Sent:	Tuesday, May 09, 2017 1:20 PM
To:	annieb@delafuentecadillac.com; rick@delafuentecadillac.com
Subject:	CA CEC Request for Documentation [redacted] FR[redacted]

Annie or Rick,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle. This customer called in w/ current brake issues and is requesting repurchase of this vehicle.

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

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

Please fax them to (866) 850-2186. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

Thomas - CA CEC District Specialist
General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Thomas Brown (C)

From:	Thomas Brown (C)
Sent:	Monday, May 08, 2017 3:59 PM
To:	'gwhite@mkb.com'; 'susanna@mkb.com'
Subject:	CA CEC Request for Documentation [redacted], FR[redacted]

Greg or Susanna,

This email is a request for documentation regarding a CA CEC (California Customer Engagement Center) case involving the above referenced customer and vehicle. This customer called in w/ current brake issues and is requesting repurchase of this 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, and warranty repair orders. (Please include copies of both front and back of the documents).

Please fax them to (866) 850-2186. If there are any fax difficulties, the documents exceed 50 pages or any questions arise, please contact me as soon as possible at the phone number provided below.

If you have further questions, please contact Customer Engagement Specialist Thomas at (866) 790-5700 Ext 5911030, or by fax at (866) 850-2186. I am available between the hours of 8:00 AM to 4:30 PM PDT Please refer to the service request number above.

Sincerely,

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General Motors Customer Engagement Center

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PE18-012

GM

3-27-2019

Q3

Marvin K. Brown
AUTO CENTER
Cadillac • BUICK • GMC • SAAB • HUMMER

Fax Cover Sheet

To: Thomas Brown

Fax: 866-850-2186

Re: [redacted]

Service Request #: [redacted]

From: Susanna Santiago

Fax: 619-294-9135

Phone: 619-725-2009

Email: susanna@mkb.com

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

ACCOUNTING

PAGE 1
** PRE-INVOICE **

MARVIN K. BROWN
AUTO CENTER

CADILLAC * BUICK * GMC *FISKER * CODA * MITSUBISHI
OUR GOAL:
100% "COMPLETELY SATIFIED" CUSTOMERS 100% OF THE TIME
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108
(619) 291-2040
www.mkb.com

SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILLAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	30450/30455	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DD			16:00 10MAY17			CASH	12MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:36165
08:38 08MAY17	14:58 10MAY17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A VEHICLE TOWED INTO SHOP. (PREPAID WARRANTY CUST PAY)											
CAUSE: TOWED IN											
	TOW	VEHICLE TOWED INTO SHOP. (PREPAID WARRANTY CUST PAY)									
		999	WG40		0.00	0	0			0.00	0.00
						0	0	TPARTS			
						0	0	TLABOR			
B CUSTOMER NOTES IN PARKING LOT YESTERDAY-BRAKES WOULD NOT STOP VEH-PEDAL GOT HARD HAD TO PUMP TO STOP.CUSTOMERS HUSBAND THEN TRIED WAS FINE FOR VERY SHORT TIME-BUT THEN SAME PADEL BECAME HARD-CHECK AND ADVISE											
CAUSE: FAILED											
	OLH	2480118									
		423	WG40		2.80	7000	33440			334.40	334.40
	1	12669486	(S)PUMP			12106	16948	0	242.13	169.48	169.48
	1	23135228	(S)PIPE			3662	5127	0	73.24	51.27	51.27
	1	23135220	(S)BOOSTER			7946	11124	0	158.91	111.24	111.24
	1	20925765	(S)CYLINDER			6995	9793	0	139.90	97.93	97.93
	2	19353126	FLUID			974	1364	0	9.74	6.82	13.64
						31683	44356	TPARTS			
						7000	33440	TLABOR			
MISC O/P PART-COURTESY CHEV-INV#[redacted]											
			WG40			3820	3820			38.20	38.20
VERSION 1 (EMP# 423,10MAY17 14:06): 30455 INSPECTION FOUND:CODE-C0299-00-SHOWING\INSPECTION FOUND:BRAKE VACUUM PUMP-TICKING NOISE ON APPLY-AND-NO VACUUM AT PUMP. 2480118 2.80 PERFORM PIT5361C-REPLACE BRAKE VACUUM PUMP ASSEMBLY\REPLACE BRAKE BOOSTER VACUUM PIPE ASSEMBLY\REPLACE BRAKE BOOSTER ASSEMBLY\REPLACE BRAKE MASTER CYLINDER-AND-BLEED.											
C NO WHEEL LOCK KEY FOUND CUSTOMER CALLING OTHER DEALER OR TIRE INSTALLING LOCATION THAT REPLACED TIRES											
	REF	LOCK PROVIDED GREG PUT IN CENTER CONSOLE									
		999	CG		0.00	0	0			0.00	0.00
D DAMAGE R/F DOOR-RT REAR DOOR-LT 1/4 PANEL BADLY DAMAGED-BUMPERS											

B.A.R. REG # ARD-000706 B.P.A. # CAD-991463334
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

"OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

"For Your Convenience Our Hours Are"

MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, including fluids and paints used to maintain vehicles (vehicles, but not limited to, fuel, oil, transfer, brakes, and wheel balancing weights). When you service, clean or maintain your car, you will be exposed to these chemicals contained in used oil, grease and replacement fluids, flames, grease, grime, crankcase paint, certain replacement parts, and particulates from automotive wear. When we service your car, we will return used components to you upon you request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturers instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
Posted in accordance with Proposition 65 (H. Cal. Health & Safety Code §25249.6 et seq.) For further information about Proposition 65 go to www.oehha.org/prop65.htm

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE ▶

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER #: [redacted]
UNIT# [redacted]
[redacted]

[redacted]

ACCOUNTING

MARVIN K. BROWN
AUTO CENTER

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PAGE 2

** PRE-INVOICE **

BUS: CELL:

SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	30450/30455	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DD			16:00 10MAY17			CASH	12MAY17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:36165
08:38 08MAY17	14:58 10MAY17	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
REF INFORMATION						
999 CG 0.00	0	0			0.00	0.00
E** MKB RENTAL CAR RESERVATION						
MKBRENT MKB RENTAL CAR RESERVATION						
999 ICLN 0.00	0	0			0.00	0.00
G** CUSTOMER SEEKS REIMBURSEMENT POR UBER RIDE TO GET TO THE DEALER FOR ALTERNATE TRANSPORTATION.						
CAUSE: REQUEST						
INFO REQUEST FOR REIMBURSEMENT						
999 WG40 0.00	0	0			0.00	0.00
	0	0	TPARTS			
	0	0	TLABOR			
H** MKB COMPLIMENTARY CAR WASH						
WASH MKB COMPLIMENTARY CAR WASH						
371 ICLN 0.00	0	0			0.00	0.00

EST: 0.00 09MAY17 08:38 SA: 282

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
05-10-17	12:09	14:06	1.95	W	423	B	
	14:33	14:43	0.17	W	371	H	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46201	33440	7000		48001	44356	31683	
46600	3820	3820		46100	0	0	
46300	0	0		26300	81616	*******	
22500	0	*******		66000	0	*******	

COST, SALE, & COMP TOTALS 42503 81616 0

B.A.R. REG # ARD-000706 E.P.A. # CAD-801462394
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

*OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

"For Your Convenience Our Hours Are"
MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

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Printed in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq./ For further information about Proposition 65: http://www.calsha.org/prop65.html

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CUSTOMER SIGNATURE

CUSTOMER SIGNATURE ▶

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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ACCOUNTING

PAGE 1

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BUS: CELL: SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	13759/13778	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			13:00 17FEB16			CASH	18FEB16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:36165
14:07 16FEB16	13:57 17FEB16		[redacted]	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER NOTES NOTICABLE PULL TO THE RIGHT AFTER ALIGNMENT PERFORMED HERE										
	SUSP	RESET CASTER									
		285	CG		0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 285,16FEB16 15:55): 13763 RIGHT FRONT TIRE CAUSING PULL, NOW LOCATED ON LEFT FRONT. SUSP, 0.00 CHECKED ALIGNMENT AFTER ROAD TEST. ALIGNMENT IS IN SPECS. LF CAMBER=0.0/RF CAMBER=0.0/LF CASTER=2.4/RF CASTER=3.1/LF TOE=0.07/RF TOE=0.08 ALL SPECS ARE GREAT. SUSPECT TIRE PULL. SWAPPED RIGHT FRONT WITH LEFT FRONT. PULL IS NOW GONE. TIRE THAT IS ON LEFT FRONT IS BAD CAUSING TIRE PULL. SEND TO TIRE SHOP.										
	VERSION 2 (EMP# 282,17FEB16 11:16): 13763 PULLS RIGHT SUSP, 0.00 CHECKED ALIGNMENT AFTER ROAD TEST. . LF CAMBER=0.0/RF CAMBER=0.0/LF CASTER=2.4/RF CASTER=3.1/LF TOE=0.07/RF TOE=0.08 -ADJUST CASTER SLIGHTLY-ROAD TEST GONE										
B	THIS RESERVATION WAS SET BY SUSANNA. YOUR ADVISOR WILL KEEP YOU INFORMED ON THE STATUS OF YOUR VEHICLE.										
	SKF	THANK YOU FOR USING OUR CUSTOMER CARE CENTER FOR SETTING YOUR RESERVATION. PLEASE CALL 619-291-2040 FOR FUTURE RESERVATIONS AND ONE OF OUR ADVISOR ASSISTANTS WOULD BE GLAD TO HELP YOU.									
		999	ICLN		0.00	0	0			0.00	0.00
C	MKB RENTAL CAR RESERVATION										
	MKBRENT	MKB RENTAL CAR RESERVATION									
		999	ICLN		0.00	0	0			0.00	0.00
D	GMC 2014 thru Current MY-Pro-Grade L.O.F. and Rotate(Includes Diesel Exhaust Fluid top off up to 2.5 gals.)35/50/85.										
	CAUSE: SERVICE										
	0600743	GMC 2014 thru Current MY-Pro-Grade L.O.F. and Rotate(Includes Diesel Exhaust Fluid top off up to 2.5 gals.)35/50/85.									
		405	WG40		0.30	0	1000			10.00	10.00
	1	19330000	(S)FILTER			430	602	0	8.60	6.02	6.02

B.A.R. REG # ARD-000795 E.P.A. # CAD-981463334
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

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PAGE 2

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BUS: CELL: SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	13759/13778	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			13:00 17FEB16			CASH	18FEB16

R.O. OPENED	BOOKED	OPTIONS:
14:07 16FEB16	13:57 17FEB16	SOLD-STK:[redacted] DLR:36165

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
8	19259487		OIL			2792	3912	0	6.12	4.89	39.12
						3222		4514	TPARTS		
						0		1000	TLABOR		

VERSION 1 (EMP# 405,17FEB16 10:32): 13778 0.30 CHANGED ENGINE OIL AND FILTER, RESET OIL LIFE. ALL FLUIDS OK.

E** WASH AND VAC

FWASH CAR WASH COMPLETE

421	ICLN	0.00	0	0			0.00	0.00

F** SEND TO TIRE DEPT-TECH NOTED POSSIBLE TIRE PULL

REF NO PULL AT THIS TIME

405	IS	0.30	0	800			8.00	8.00

VERSION 1 (EMP# 405,17FEB16 10:26): 13778 TEST DROVE AND VERIFIED WITH JEFF C. THAT VEHICLE IS DRIVING STRAIGHT AND THERE IS NO PULL TO EITHER DIRECTION.

VERSION 2 (EMP# 282,17FEB16 11:19): 13778 0.30 TEST DROVE AND VERIFIED WITH JEFF C. THAT VEHICLE IS DRIVING STRAIGHT AND THERE IS NO PULL TO EITHER DIRECTION.

EST: 0.00 16FEB16 14:07 SA: 282

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-16	15:15	15:55	0.67	W	285	A	
02-17-16	07:20	07:20	0.00	W	405	F D	
	08:46	08:46	0.00	W	405	D F	
	10:22	10:32	0.16	W	405	F D	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46100	0	0		46300	800	0	
46201	1000	0		48001	4514	3222	
22500	0	*******		66000	0	*******	
26300	5514	*******		6704	800	*******	

COST, SALE, & COMP TOTALS 3222 6314 0

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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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

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PAGE 1

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BUS: CELL: SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]		12975/12983	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			17:00 20JAN16			BA	21JAN16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:36165
13:12 20JAN16	15:04 21JAN16		[redacted]	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	RADIO NOT EJECTING DISC-PART HAS ARRIVED										
	CAUSE: INTERNAL FAILURE										
	3423140	DISC PLAYER REPLACEMENT									
		207	WG40		1.50	4200	17478			174.78	174.78
						0	0	TPARTS			
						4200	17478	TLABOR			
	VERSION 1 (EMP# 207,20JAN16 18:03): 12975 INTERNAL CD PLAYER FAILURE 3423140 1.2, DIAG .3 1.50 REPLACED CD PLAYER, NROMAL OPERATION AFTER REPAIR										
B	FRONT WHEEL ALIGN FOR 3/4 TON TRUCKS, CANYON, H2, H3 OR SUV WITH OVERSIZE WHEELS (ADAPTERS NECESSARY FOR ALIGNMENT HEADS)										
	24ETF	3/4 TON TRUCK FRONT END ALIGN COMPLETE.									
		285	CG		1.60	4720	9800			98.00	98.00
	VERSION 1 (EMP# 423,21JAN16 14:12): 12983 PERFORM SERVICE 24ET 1.60 LEFT FRONT CAMBER=0.1\RIGHT FRONT CAMBER=0.1\LEFT FRONT CASTER=2.8\RIGHT FRONT CASTER=3.2\LEFT FRONT TOE=0.04\RIGHT FRONT TOE=0.05										
C	MKB RENTAL CAR RESERVATION										
	MKBRENTF	CUSTOMER NOTIFIED QUALIFIED REPAIRS FOR RENTAL COMPLETE, RENTAL DUE BACK: DATE:_____ TIME:_____									
		999	ICLN		0.00	0	0			0.00	0.00
D	ROTATE TIRES 0.3										
	9AF	ROTATE TIRES COMPLETE.									
		285	IS		0.30	885	1950			19.50	19.50
	VERSION 1 (EMP# 423,21JAN16 14:12): 12983 PERFORM SERVICE 9A 0.30 SERVICE COMPLETE/RESET TIRE MONITOR SYSTEM.										
E	MKB COMPLIMENTARY CAR WASH										
	WASH	MKB COMPLIMENTARY CAR WASH									
		493	ICLN		0.00	0	0			0.00	0.00
F**	WHEEL DAMAGED										
	REF	INFORMATION									
		999	ICLN		0.00	0	0			0.00	0.00
G**	4WD Always Engaged in Cold Ambient Temperatures PER 15304.										

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]
UNIT# [redacted]
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[redacted]

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GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	12975/12983	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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R.O. OPENED	BOOKED	OPTIONS:
13:12 20JAN16	15:04 21JAN16	SOLD-STK:[redacted] DLR:36165

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
CAUSE: RECALL											
9101695 Transfer Case Shift Control Module Reprogramming with SPS PER 15304.											
305	WG40			0.40	1040	4661				46.61	46.61
						0		0	TPARTS		
						1040		4661	TLABOR		
VERSION 1 (EMP# 293,21JAN16 08:50): 12975 UPDATE PER 15304 9101695											
0.40 COMPLETED UPDATE PER 15304,1AFD7,FD883.											
EST: 98.00					20JAN16 13:12		SA: 282				

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-20-16	17:27	18:03	0.60	W	207	A	
01-21-16	08:32	09:30	0.97	W	305	G	
	14:13	14:13	0.00	W	285	D B	
	14:50	15:04	0.24	W	493	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46201	22139	5240		46100	9800	4720	
46300	1950	885		26300	22139	*******	
66000	0	*******		6704	1950	*******	
22500	9800	*******	VISA				

COST, SALE, & COMP TOTALS 10845 33889 0

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$	$

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE ▶

DESCRIPTION	TOTALS
LABOR AMOUNT	98.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	98.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	98.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

ACCOUNTING COPY

CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

ACCOUNTING

PAGE 1

MARVIN K. BROWN
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1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108
(619) 291-2040
www.mkb.com

SERVICE ADVISOR: 282 KEVIN KNEPPER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	11611/11615	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			WAIT 17DEC15			CASH	17DEC15

R.O. OPENED	BOOKED	OPTIONS:
12:56 17DEC15	14:38 17DEC15	SOLD-STK:[redacted] DLR:36165

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE										
	INSPECTBF	GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE COMPLETE, TIRE PRESSURES NOTED BELOW, AND SEE ATTACHED SHEET									
		207	ICLN		0.30	840	900			9.00	9.00
	VERSION 1 (EMP# 207,17DEC15 14:35): 11615 0.30 FRONT BRAKES 1MM, REAR BRAKES 8MM. TIRES SET AT 35PSI. OIL LIFE 55%										
B	BAD BRAKE SQUEAK ON APPLY										
	CAUSE: PREMATURE PAD WEAR										
	2420150	FRONT DISC BRAKE PADS REPLACEMENT									
		207	WG40		0.90	2520	10231			102.31	102.31
	1	22742382	(S)PAD KIT			8600	12040	0	172.00	120.40	120.40
						8600	12040	TPARTS			
						2520	10231	TLABOR			
	VERSION 1 (EMP# 207,17DEC15 14:37): 11615 FRONT BRAKE PADS WORN DOWN TO WARNING TAB 2420150 0.90 REPLACED FRONT BRAKE PADS AND ROAD TEST, NO FURTHER NOISE DETECTED										
C	CD STUCK IN PLAYER-CANNOT EJECT										
	SOP	PART ON SPECIAL ORDER YOU WILL NOTIFIED WHEN PART ARRIVES									
		207	IS		0.00	0	0			0.00	0.00
	VERSION 1 (EMP# 207,17DEC15 14:37): 11615 CD PLAYER ON ORDER										

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-17-15	13:30	13:41	0.18	W	207	A B C	
	14:34	14:37	0.05	W	207	C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	900	840		46201	10231	2520	
48001	12040	8600		66000	900	*******	
26300	22271	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 11960 23171 0

B.A.R. REG # ARD-000795 E.P.A. # CAD-981463334
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

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"For Your Convenience Our Hours Are"

MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

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CUSTOMER SIGNATURE

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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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

[redacted]

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SERVICE ADVISOR: 440 ROBERT CONGDON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	8009/8009	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			WAIT 12SEP15			CASH	12SEP15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:36165
12:42 12SEP15	13:57 12SEP15		[redacted]	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	GMC 2014 thru Current MY-Pro-Grade L.O.F. and Rotate(Includes Diesel Exhaust Fluid top off up to 2.5 gals.)35/50/85.										
CAUSE: MAINT. SERVICE											
	0600743		GMC 2014 thru Current MY-Pro-Grade L.O.F. and Rotate(Includes Diesel Exhaust Fluid top off up to 2.5 gals.)35/50/85.								
	447	WG40		0.60	1020	800				8.00	8.00
1	19330000	(S)	FILTER		430	602	0		8.60	6.02	6.02
8	19259487		OIL		2792	3912	0		6.12	4.89	39.12
					3222	4514	TPARTS				
					1020	800	TLABOR				
VERSION 1 (EMP# 447,12SEP15 13:48): 8009 LOF 0.60 CHANGED ENGINE OIL AND FILTER, TOPPED OFF FLUIDS, RESET OIL LIFE, ROTATED TIRTES, INSTALLED LUBE STICKER.											
B	GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE										
	INSPECTB		GM MULTIPOINT INSPECTION AND TIRE INFLATION SERVICE								
	447	ICLN		0.00	0	0				0.00	0.00
	TIRE8		MPVI: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)								
	447	ICLN		0.00	0	0				0.00	0.00
	INFO		FRONT BRAKES 6MM REARS 8MM								
	447	ICLN		0.00	0	0				0.00	0.00
VERSION 1 (EMP# 447,12SEP15 13:48): 8009 MPVI TIRES FRONT 8/32 REAR 8/32, BRAKES FRONT 6MM REAR 8MM, ALL TIRES SET TO 35PSI.											
C	AS A RESULT OF THE WATER USE RESTRICTIONS, WE WERE UNABLE TO WASH YOUR VEHICLE AT THIS TIME.										
	WASHE		AS A RESULT OF THE WATER USE RESTRICTIONS, WE WERE UNABLE TO WASH YOUR VEHICLE AT THIS TIME.								
	999	ICLN		0.00	0	0				0.00	0.00
D	NO DAMAGES										
	VEHDF		AS NOTED								
	999	ICLN		0.00	0	0				0.00	0.00

B.A.R. REG # ARD-000795 E.P.A. # CAD-981463334
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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]
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[redacted]

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BUS: CELL: SERVICE ADVISOR: 440 ROBERT CONGDON

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GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	8009/8009	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			WAIT 12SEP15			CASH	12SEP15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:36165
12:42 12SEP15	13:57 12SEP15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
EST: 0.00				12SEP15 12:42		SA: 440					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-12-15	12:55	13:30	0.58	W	447	B A	
	13:32	13:48	0.27	W	447	A B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46201	800	1020		48001	4514	3222	
46300	0	0		26300	5314	*******	
66000	0	*******					

COST, SALE, & COMP TOTALS 4242 5314 0

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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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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SERVICE ADVISOR: 240 VICKY LEITER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	23/23	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			14:00 18FEB15			CASH	18FEB15

R.O. OPENED	BOOKED	OPTIONS:
13:49 09FEB15	09:16 18FEB15	SOLD-STK:[redacted] DLR:36165

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	INSTALL LEATHER SEATING										
	SUBOP BOB HAD LEATHER ADDED										
		999	IWOA	0.00		0	0			0.00	0.00
MISC CT#246486											
	PO#289										
			IWOA			000	000			0.00	0.00
B	INSTALL DENALI GRILLE										
	MTA INSTALL DENALI GRILLE										
		454	IWOA	2.50		5125	14607			146.07	146.07
	1	22936420	GRILLE			27398	45663	0	456.63	456.63	456.63
VERSION 1 (EMP# 454,13FEB15 11:26): 23 2.50 INSTALL DENALI GRILLE											
C	INSTALL CHROME DOOR HANDLES										
	MTA INSTALL CHROME DOOR HANDLES										
		454	IWOA	2.80		5740	16360			163.60	163.60
	1	22940646	HANDLE PKG			10150	14500	0	145.00	145.00	145.00
VERSION 1 (EMP# 454,13FEB15 11:26): 23 2.80 INSTALL CHROME DOOR HANDLES											
D	INSTALL CHROME MIRROR COVERS										
	MTA INSTALL CHROME MIRROR COVERS										
		454	IWOA	0.40		820	4600			46.00	46.00
	1	22913963	COVER PKG			7000	10000	0	100.00	100.00	100.00
VERSION 1 (EMP# 454,13FEB15 11:25): 23 0.40 INSTALL CHROME MIRROR COVERS											
E	INSTALL CHROME ROOF SIDE RAILS										
	MTA INSTALL POLISH ROOF SIDE RAILS										
		454	IWOA	3.00		6150	17529			175.29	175.29
	1	23259013	F-RAIL			23700	39500	0	395.00	395.00	395.00
	1	23259012	F-RAIL			23700	39500	0	395.00	395.00	395.00
VERSION 1 (EMP# 454,13FEB15 11:25): 23 3.00 INSTALL POLISH ROOF SIDE RAILS											
F** NO CHARGE DETAIL. DETAIL HAS BEEN PREVIOUSLY DONE AND PAID FOR.											
	REDETAIL NO CHARGE WAS DONE RO#[redacted] PRISTINE										
	INV#[redacted] NO CHARGE PER BOB MC										
		44	ICLN	0.00		0	0			0.00	0.00

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DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			14:00 18FEB15			CASH	18FEB15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:36165
13:49 09FEB15	09:16 18FEB15		[redacted]	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-10-15	14:47	14:47	0.00	W	454	E D C B	
	15:05	15:05	0.00	W	454	B C D E	
	15:47	15:47	0.00	W	454	B C D E	
	16:26	16:26	0.00	W	454	B C D E	
02-11-15	08:01	08:01	0.00	W	454	B C D E	
	13:44	13:44	0.00	W	454	B C D E	
	15:02	15:02	0.00	W	454	B C D E	
	15:06	15:06	0.00	W	454	B C D E	
02-12-15	08:19	08:19	0.00	W	454	B C D E	
	13:00	13:00	0.00	W	454	B C D E	
	14:55	14:56	0.01	W	454	B C D E	
	14:56	14:59	0.05	W	454	B C D E	
02-13-15	08:08	08:09	0.02	W	454	B C D E	
	10:54	10:57	0.05	W	454	B C D E	
	11:13	11:16	0.05	W	454	E D C B	
	11:24	11:26	0.03	W	454	B C D E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	53096	17835		XXXXX	000	000	289
48100	124663	74798		48400	24500	17150	
30600	202259	*******		66000	0	*******	

COST, SALE, & COMP TOTALS 109783 202259 0

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

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CUSTOMER #: [redacted]
UNIT# [redacted]

[redacted]

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MARVIN K. BROWN
AUTO CENTER

CADILLAC * BUICK * GMC *FISKER * CODA * MITSUBISHI

OUR GOAL:
100% "COMPLETELY SATIFIED" CUSTOMERS 100% OF THE TIME
1441 CAMINO DEL RIO SOUTH, SAN DIEGO, CALIFORNIA 92108
(619) 291-2040
www.mkb.com

SERVICE ADVISOR: 230 ROBERT MCAULIFFE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
GBA	15	GMC YUKON XL	1GKS2GKC4FR[redacted]	[redacted]	8/8	[redacted]

IN SERVICE DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
02FEB15 DL			16:00 29JAN15			CASH	17APR15

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:36165
11:36 27JAN15	07:51 16APR15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	TRANSPORTATION CLAIM HOOD GOUGED										
	NWD	NO WORK DONE									
			999	INC		0.00	0	0		0.00	0.00

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

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46300	0	0		23100	0	*******	

COST, SALE, & COMP TOTALS	0	0	0

B.A.R. REG # ARD-000795 E.P.A. # CAD-981463334
ALL PARTS & LABOR GUARANTEED 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST UNLESS NOTED OTHERWISE

"OUR CHARGE ARE NOT BASED ON ACTUAL TIME BUT ARE ESTABLISHED BY MULTIPLYING OUR RETAIL LABOR RATE BY INDUSTRY FLAT RATE ALLOWANCES OR OUR OWN EXPERIENCE OF THE AVERAGE REQUIRED TIME.

"For Your Convenience Our Hours Are"

MONDAY THROUGH FRIDAY
7:00 AM TO 6:00 PM

Motor vehicles contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. These chemicals are contained in many vehicle components and replacement parts, vehicle fluids, and paints and materials used to maintain vehicles including, but not limited to fuel, oil, batteries, brakes, and wheel balancing weights. When you service, clean or maintain your car, you will be exposed to listed chemicals contained in used oil, waste and replacement fluids, fumes, grease, grime, touchup paint, certain replacement parts, and particulates from component wear. When we service your car, we will return used components to you upon you request. Used parts and components contain chemicals known to the State of California to cause cancer and birth defects or other reproductive harm. To minimize your exposure when servicing, maintaining or cleaning your vehicle: 1) work in a well ventilated area; 2) do not smoke, drink or eat while working; 3) wash your hands when finished or when taking a break; and 4) follow all manufacturer instructions pertaining to proper use and maintenance of motor vehicles and vehicle components.
(Posted in accordance with Proposition 65 in Cal. Health & Safety Code §25249.5 et seq.) For further information about Proposition 65 http://www.oehha.org/prop65.html

ORIGINAL ESTIMATE	REVISED ESTIMATE
$	$

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED AND GAVE ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

X _____
CUSTOMER SIGNATURE

CUSTOMER SIGNATURE ▶

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
	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3

De La Fuente Cadillac

619-440-2400 Fax 619-590-3285

FACSMILE TRANSMISSION COVER SHEET

DATE: _____

Please Delivery Immediately

TO: Thomas

COMPANY: G.M.C.E.C. FAX NUMBER: 8184 850 2184

FROM: _____

SUBJECT: [redacted]

MESSAGE CENTER

If you do not receive the number of pages indicated below, please contact:

Desiree (619) 440-2400

TOTAL NUMBER OF PAGES (INCLUDING COVER SHEET) 9

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO
1GKS2GKC4FR[redacted]	26019	26019	12/20/16 10:54	12/30/16	[redacted]

VEHICLE DESCRIPTION	TAG NO	STATUS
2015 GMC YUKON XL K (BLACK)	[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE	CUST. LABOR RATE	PROD. DATE	IN SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	N					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO	SERV. ADV	ENGINE/TRANS
[redacted]				STEVE GAGLIARDI (400)	

PARTS IDENTIFIED WITH AN ASTRIC MAY INDICATE A LIFETIME WARRANTY. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED. INDICATES A DEALER RECOMMENDED SERVICE OPERATION.

SERVICE DRIVE: M - F 7:30 A.M.TO 6:00 P.M.
PARTS DEPARTMENT: M - F 8:00 A.M.TO 6:30 P.M.
VEHICLE SALES: MON-FRI 8-7;SAT 9-7;SUN 10-5PM

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	75 TIRES		A21	0.00	Customer	
Concern	TIRES & WHEELS CHECK AND INFLATE TO PROPER PSI.LEFT REAR PSI RIGHT REARPSI					
Correction	SET ALL TIRES TO RECOMMENDED PRESSURE SET TIRES LEFT FRONT 35 PSIRIGHT FRONT 35 PSI LEFT REAR 35 PSI RIGHT REAR 35 PSIEFT REAR PSI RIGHT REAR PSI					
B *	9102276		A14	0.30	Warranty	$32.06
Concern	RECALL 16007: ZPSR - Product Safety Recall - Frontal Airbag And Pretensioner Non Deploy					
Correction	PERFORM RECALL 16007 REPROGRAMMED SDM WITH SPS LAB OP 9102276.2 INSPECT ADD .1 TO PROGRAM WCC S3005					

Warranty Claim Information

Detail Labor Operations	OpCode	Hours	Tech
	9102276	0.20	A14
	SLD	0.00	
	SLT	0.10	A14
	Other	0.00	
	SLA	0.00	
	SLP	0.00	
	SLS	0.00	

Total Hours: 0.30 **Line Total...** $32.06

C	12-LOF20		A21	0.90	Customer	
Concern	LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UP TO 6 QTS.OF AC DELCO 0-20W MOTOR OIL. ADD'L CHARGE FOR OIL OVER 6 QTS					
	GM MULTI-POINT INSPECTION & TIRE ROTATION					
Cause	OIL CHANGE TIRE ROTATE AND INSPECTION					
Correction	COMPLETED-LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UPTO 6 QTS.OF AC DELCO 0-20W MOTOR OIL.					

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GKS2GKC4FR[redacted]	26019	26019	12/20/16 10:54	12/30/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 GMC YUKON XL K (BLACK)	[redacted]	COMPLETE

CONTROL NO.	IDENTIFIER NO.	CUST LABOR RATE	SHOP RATE	IN SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	N					No Charge

REV. PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV ADV.	ENGINE/TRANS
[redacted]				STEVE GAGLIARDI (400)	

Line	Op-Code	Fail Code	Hours	Type	Amount
C	Continued				
Correction	GM MULTI-POINT INSPECTION & TIRE ROTATION DURING THE INSPECTION THE R/REAR TIRE HAS A NAIL IN THE INNER SIDEWALL CUST DECLINED TO HAVE THE TIRE REPLACE SHE SAID SHE HAD THE TIRES REPLACED AT DISCOUNT TIRE AND SHE SAID SHE WILL TAKE THE VEHICLEC BACK TO THEM				
D	DCL00	A21	0.00	Customer	
Concern	CUSTOMER DECLINED REPAIRS AT THIS TIME-*** REPLACEMENT OF R/REAR TIRE				

Technician Summary

ID	Technician	License	Lines
A21	CARLOS FLORES		C
A21	Paul Meyers		

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	Adv. Username
12/20/2016 10:54	$93.7[illegible]		Initial Estimate		steve

Non-Customer Totals

	Control	Acct.	Amount
W - Labor		462	$32.00
TOTAL WARRANTY	46*51	263	$32.06

Customer Totals

	Control	Acct.	Amount
TOTAL CUSTOMER			No Charge

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.

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

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

RR

STATE INSPECTION INFORMATION | EMP NO | STATE INS. REPAIRS

TIRES: LF 10/32, RF 10/32, LR 10/32, RR 10/32
WHEELS PULLED: LF, RF, LR, RR

3280 9730 CM 14336 AT D

EMPLOYEE NO | STICKER # | OLD MILEAGE | SIGNATURE | TIME CLOCK

MECHANICS FINDINGS AND REMARKS

A] COMPLAINT - Front Brakes grinding Ok ref 10/31/16 2:07 PM
CAUSE - Rear Brakes 6mm
Engine oil Low
CORRECTION - Michelin X LT A/S 275/55R20 113T

B] COMPLAINT - Campaign #16007
CAUSE - Reprogrammed SDM with SPS.
CORRECTION -

C] COMPLAINT -
CAUSE -
CORRECTION -

D] COMPLAINT -
CAUSE -
CORRECTION -

FLAG

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF
	.9	OPER. NO. A-21 EMP NO.		12-20-16 ON

FLAG

STRAIGHT TIME (HOURS)	FLAT RATE	R/O NO. [redacted]	TIME	OFF
9102216	0.3	OPER. NO. A-14 EMP. NO.	W	DEC20 11:29AM DEC20 10:59AM ON

FLAG

FLAG

DE LA FUENTE CADILLAC
1385 East Main Street
El Cajon, CA 92021
ARD# RL083427 / CAL000299963 9
PH. 619-440-2400 FAX. 619-590-3285

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	RO NO.
1GKS2GKC4FR[redacted]	26019	26019	12/20/16 10:54		[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 GMC YUKON XL K ()	[redacted]	

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	PROMISED
[redacted]		N					[redacted]

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]		[redacted]		STEVE GAGLIARDI (400)	

ORIGINAL ESTIM[redacted]

* INDICATES DEALER RECOMMENDED SERVICE OPERATIONS

FINAL ESTIMATE ! _____ DATE ____/____/____
TIME _____ BY _____
MODIFIED VEHICLES MAY VOID WARRANTY COVERAGE!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

[redacted]

I authorize the repair work herein set forth to be done along w[redacted] the necessary material and agree that you are not responsible f[redacted] the loss or damage to vehicle or articles left in vehicle in ca[redacted] of fire, theft
or any other cause beyond your control or for any delays caused[redacted] unavailability of parts or delays in parts shipment. I hereby g[redacted] you permission to operate the vehicle herein on the streets, highways
or elsewhere for the purpose of testing and / or inspection. An[redacted] expressed mechanic's lien is hereby acknowledged on the vehicle t[redacted] secure the amount of repairs thereto you permission to operate the vehicle herein on the streets, highways or elsewhere for the purpose of testing and / or inspection.

Line	Type	Op-Code	Tech
A *	Customer	75 TIRES	
Concern	TIRES & WHEELS CHECK AND INFLATE TO PROPER PSI. SET TIRES LEFT FRONTPSI RIGHT FRONT PSI 35PSI LEFT REAR PSI RIGHT REARPSI		
B *	Warranty 9102ZW add 01 program	0.2 inspect ZORECAL	UCC53005
Concern	RECALL-16007: ZPSR - Product Safety Recall - Frontal Airbag And Pretensioner Non Deploy		
C *	Customer	12-LOF20	
Concern	LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UP TO 6 QTS.OF AC DELCC 0-20W MOTOR OIL. ADD'L CHARGE FOR OIL OVER 6 QTS GM MULTI-POINT INSPECTION & TIRE ROTATION		

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	Adv. Username
12/20/2016 10:54	$93.70		Initial Estimate		steve

SHOWN BELOW ARE THE MOST RECENT SERVICES PERFORMED ON YOUR VEHICLE

R.O. #	P/T	Date	Miles	Adv.	Op-Code	Tech	Description
[redacted]	C	06/17/16	18825	211	75 TIRES	A21	TIRES & WHEELS CHECK AND INFLATE TO PROPER PSI. SET TIRES LEFT FRONTPSI
					0600743	A17	LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UP TO 6 QTS.OF AC DE

R/R Tm has mail in rebate A11 Tmor wm1

NO costs

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GKS2GKC4FR[redacted]	18625	18625	06/17/16 11:48	06/21/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 GMC YUKON XL K ()	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV. DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		N					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				BRITTANY MCGEE (211)	

PARTS INDENTIFIED WITH AN ASTRIC MAY INDICATE A LIFETIME WARRANTY. ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.
# INDICATES A DEALER RECOMMENDED SERVICE OPERATION.

SERVICE DRIVE: M - F 7:30 A.M.TO 6:00 P.M.
PARTS DEPARTMENT: M - F 8:00 A.M.TO 5:30 P.M.
VEHICLE SALES: MON-FRI 8-7;SAT 9-7:SUN 10-5PM

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	75 TIRES		A21	0.00	Customer	
Concern	TIRES & WHEELS CHECK AND INFLATE TO PROPER PSI.					
	SET TIRES LEFT FRONTPSI RIGHT FRONT PSI					
	LEFT REAR PSI RIGHT REARPSI					
Correction	SET ALL TIRES TO RECOMMENDED PRESSURES					
	SET TIRES LEFT FRONT 35 PSIRIGHT FRONT 35 PSI					
	LEFT REAR 35 PSI RIGHT REAR 35PSI					
B *	0600743		A17	0.00	Warranty	$12.52
*			A21	0.90		
Concern	LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UP TO 6 QTS.OF AC DELCO 0-20W MOTOR OIL.					
	GM MULTI-POINT INSPECTION & TIRE ROTATIONL/O0600743 0% OIL LIFE					
Cause	LOF					
Correction	COMPLETED-LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UPTO 6 QTS.OF AC DELCO 0-20W MOTOR OIL.					
	GM MULTI-POINT INSPECTION & TIRE ROTATION L/O0600743					

	Part Number	Description	Qty	Unit Price	Ext. Price
	19259487	DEXOS 0W-20	8	$4.04	$32.32
X	19330000	FILTER	1	$5.16	$5.16
				Parts Total...	$37.48
		Total Hours: 0.90		Line Total...	$50.00

Technician Summary

ID	Technician	License	Lines
A21	CARLOS FLORES		3

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GKS2GKC4FR[redacted]	18625	18625	06/17/16 11:48	06/21/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 GMC YUKON XL K ()	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]		N					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				BRITTANY MCGEE (211)	

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	Adv. Username
06/17/2016 11:48	$78.10		Initial Estimate		brittm

Non-Customer Totals

	Control	Acct.	Amount
W - Labor		462	$12.52
W - Parts		480	$37.48
TOTAL WARRANTY	44#49	263	$50.00

Customer Totals

	Control	Acct.	Amount
TOTAL CUSTOMER			No Charge

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.

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(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

STATE INSPECTION INFORMATION				EMP NO	STATE INS. REPAIRS
TIRES	LF 3/32	WHEELS PULLED	LF		
	RF 3/32		RF		
	LR 3/32		LR		
	RR 3/32		RR		

EMPLOYEE NO | STICKER # | OLD MILEAGE | SIGNATURE | TIME CLOCK

MECHANICS FINDINGS AND REMARKS

A COMPLAINT - Front Brakes Trim

CAUSE - Rear Brakes Trim

CORRECTION -

B COMPLAINT -

CAUSE -

CORRECTION -

C COMPLAINT -

CAUSE -

CORRECTION -

D COMPLAINT -

CAUSE -

CORRECTION -

STRAIGHT LINE HOURS	FLAT RATE	R.O. NO. [redacted]	TIME
	.9	OPER. NO. A21	OFF 06-17
		EMP. NO.	ON

FLAG FLAG

FLAG FLAG

TIME: OFF ON OFF ON OFF ON

DE LA FUENTE CADILLAC
1385 East Main Street
El Cajon, CA 92021
ARD# RL083427 / CAL000299963 9
PH. 619-440-2400 FAX. 619-590-3285

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	RO NO.
1GKS2GKC4FR[redacted]	18625	18,695	06/17/16 11:48		[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 GMC YUKON XL K ()	[redacted]	

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	PROMISED
[redacted]		N					WAITER

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	ENGINE/TRANS
[redacted]				BRITTANY MCGEE (211)	

ORIGINAL ESTIMATE $_____

* INDICATES DEALER RECOMMENDED SERVICE OPERATIONS

FINAL ESTIMATE $_____ DATE ____/____/____
TIME _____ BY _____
MODIFIED VEHICLES MAY VOID WARRANTY COVERAGE!
ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

I authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for the 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 shipment. I hereby grant you permission to operate the vehicle herein on the streets, highways or elsewhere for the purpose of testing and / or inspection. An expressed mechanic's lien is hereby acknowledged on the vehicle to secure the amount of repairs thereto you permission to operate vehicle herein on the streets, highways or elsewhere for the purpose of testing and / or inspection.

Line	Type	Op-Code	Tech
A *	Customer	A77 75 TIRES	Done

Concern: TIRES & WHEELS CHECK AND INFLATE TO PROPER PSI. 35PSI
SET TIRES LEFT FRONTPSI RIGHT FRONT PSI
LEFT REAR PSI RIGHT REARPSI

B *	Customer	A21 12-LOF20	Done

Concern: LUBE, OIL AND FILTER CHANGE INCLUDES AC DELCO FILTER AND UP TO 6 QTS.OF AC DELCO 0-20W MOTOR OIL.
GM MULTI-POINT INSPECTION & TIRE ROTATION/O0600743

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email	Adv. Username
06/17/2016 11:48	$78.10		Initial Estimate		brittm

Left wheellock in the glove box.

06/17/16 11:48 wheel damage. PAGE 1 OF 1

PE18-012

GM

3-27-2019

Q3

2015 YUKON XL - 4WD SLE — GENERAL MOTORS LLC
GBA ONYX BLACK /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. RZCRZC/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S2GK C4 FR[redacted] — VEHICLE INVOICE [redacted]
**********0670******48*42063S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15906 YUKON XL - 4WD SLE	52690.00	49001.70	INVOICE 10/14/14
C6H GVW RATING-7,500 LBS	N/C	N/C	SHIPPED 10/10/14
L83 5.3L V8 ECOTEC3 ENGINE	N/C	N/C	EXP I/T 10/22/14
W/ ACTIVE FUEL MANANGEMENT,			INT COM 10/22/14
SIDI, VVT			PRC EFF 10/10/14
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	KEYS V0194 V0194
NQH TRANSFER CASE 2-SPEED	100.00	88.00	WFP-S QTR OPT-1
PCI CONVENIENCE PACKAGE INCLUDES:	730.00	642.40	BANK: COMERICA BA
* INSIDE REARVIEW MIRROR, AUTO			CHG-TO 42-063
DIMMING			
* POWER ADJUSTABLE PEDALS			SHIP WT: 5770
* REAR LIFTGATE, POWER			HP: 45.7
* UNIVERSAL HOME REMOTE			GVWR: 7500
RD5 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	GAWR.FT: 3600
R6J CUSTOMER DIALOG NETWORK	0.00	16.50	GAWR.RR: 4200
SFE WHEEL LOCKS (DLR INSTALLED)	55.00	48.40	EMPLOY: 50758.78
VV4 MOBILE INTERNET CONNECT	0.00	0.00	SUPPLR: 52815.60
YF5 50-STATE EMISSIONS	N/C	N/C	NTR: 1/2
Y65 DRIVER ALERT PACKAGE	445.00	391.60	EMPINC: 3167.85
* FRONT AND REAR PARK ASSIST			SUPINC: 1111.02
* LANE DEPARTURE WARNING			
* FORWARD COLLISION ALERT			
* SAFETY ALERT SEAT			

TOTAL MODEL & OPTIONS	55420.00	51420.60	ACT 237 50953.00
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1662.60
DEALER IMR CONTRIBUTION		277.10	ADV 261 277.10
LMA GROUP CONTRIBUTION		554.20	EXP 65A 554.20
TOTAL	56615.00	53446.90	PAY 310 53446.90

MEMO: TOTAL LESS HOLDBACK AND
APPROX WHOLESALE FINANCE CREDIT 50993.95

****

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.

****

MARVIN K. BROWN CADILLAC BUICK GMC T

PE18-012

GM

3-27-2019

Q3

Customer	**Vehicle**	**Status of vehicle/concern**
[redacted]	Chevrolet Impala 2014 1G1155S3XEU[redacted] Mileage Now: 49000 mi Warranty Start: 01/20/2014	A GM Dealer has diagnosed the current concern Repairs have not been scheduled Vehicle is operable for this concern and is able to be driven

Key Points

Customer states notice door trim peeling off his vehicle. Customer says now I'm out of warranty should not be peeling.

Customer is seeking cost assistance toward repairs.

SA advised customer will partner with CEM to come to a resolution.

Patricia\WMI\Tier 2

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 1 time	
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: Leonidas Ramirez --> 1-866-790-5700 Ext # 5920316

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]

Vehicle

Chevrolet Silverado 2014
1GCRCREH3EZ[redacted]
Mileage Now: 43000 mi
Warranty Start: 01/14/2014

Status of vehicle/concern

A GM Dealer has diagnosed the current concern

Vehicle is operable for this concern and is able to be driven

Key Points

Supporting Factors	Limiting Factors
2 GM Vehicles Purchased 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:

Reference

CAC SR#[redacted]
Tier 2 CAC advisor: Brandon Patton --> 1-866-790-5700 Ext #

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.

Caller English

System [1:58:47 PM]:

Welcome to chat.

Emily [1:58:54 PM]:

Thank you for contacting GM Customer Assistance, [redacted] My name is Emily, how may I assist you today?

Emily [1:59:53 PM]:

I'm still here to answer any questions you may have.

[redacted] [2:00:09 PM]:

Emily, I was in the middle of a conversation and it cut off.

[redacted] [2:00:17 PM]:

Can you look it up?

[redacted] [2:01:11 PM]:

I was talking to becky I beliece

Emily [2:01:19 PM]:

I found the transcript. How may I assist you?

[redacted] [2:01:30 PM]:

She was about to file a claim for me

Emily [2:04:17 PM]:

I am sorry for the miscommunication regarding this. Based on the information in the chat, this should not be sent to our claims department.

[redacted] [2:04:35 PM]:

Why is that?

Emily [2:04:58 PM]:

Because the circumstances do not qualify to be sent to that department.

[redacted] [2:05:59 PM]:

hmm. Ok. I have filed with the BBB and NHTSA. Ill keep going then. Thank you for the information.

Emily [2:07:19 PM]:

I do see that you were concerned with the cost of the repair bill. If you take your vehicle to a local dealership and get the vehicle checked out and diagnosed, we can look into any assistance you may qualify for. Again, I apologize for the miscommunication regarding our Central Claims department.

Emily [2:07:58 PM]:

That department is for vehicles that have been in collisions and it is believed that a product failure caused the collision.

[redacted] [2:08:27 PM]:

I understand your position. I dont agree with it, but I understand. I will use other channels to work this out. Thank you.

Emily [2:09:14 PM]:

Sir, I have not said we cannot assist you. The vehicle has to be diagnosed first before assistance can be determined.

[redacted] [2:12:02 PM]:

Emily, I prefer to know what I am dealing with, rather than towing my vehicle over at a dealer only to have it sit there for weeks while we all go back and forth. I know what is wrong with the vehicle the pump went out and put metal in my engine. I am horrified at the thought of driving it again, something is terribly wrong with this truck, likely this model with the pump and the ac. I have seen it all over the internet.

Emily [2:13:06 PM]:

I do apologize, your vehicle has to be diagnosed by a dealership before any assistance can be determined.

[redacted] [2:13:27 PM]:

I understand. thank you.

Emily [2:15:12 PM]:

Your complaint is documented here in our system, it will be available for multiple departments to view. Your case number is [redacted], if you do decide to take your vehicle to a dealership please contact us back and reference that number.

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.

Caller English

System [1:38:59 PM]:

Welcome to chat.

Bethany [1:39:05 PM]:

Your safety is very important to us, so please remember to not use any hand held device whenever you're driving. Thanks for contacting GM Customer Assistance, Joel. My name is Beth. How can I assist you today?

[redacted] [1:39:20 PM]:

Hi beth,

[redacted] [1:39:34 PM]:

Here is a cut and paste of what I have going on...

[redacted] [1:39:38 PM]:

My truck has 43K miles on it. Driving it the other day on a city street, I heard a squealing sound, and then the brakes failed. I had to push down really hard to avoid rear ending a car in front of me on my way home. When I got home I could see that the belt powering the vacuum assist pump for the brakes had snapped. So I went to autozone and purchased another one. Put it one and started the truck. The squealing was quite loud because the belt was turning, but not the vacuum pump. So I removed the pump and discovered large amounts of metal shards in the oil, which now means I can't drive the truck without risking taking out my engine. This should not be happening on a 3 year old vehicle. 1GCRCREH3EZ[redacted]

[redacted] [1:40:25 PM]:

Additionally on Friday right before this my AC went out for the second time.

[redacted] [1:40:56 PM]:

I also noticed the electronic temperature gauge was stuck at 51 degrees.

[redacted] [1:41:14 PM]:

I find it hard to believe all 3 of these are not somehow related.

[redacted] [1:41:57 PM]:

Here is a link to the image:[redacted]

Bethany [1:42:29 PM]:

I am so sorry to hear that your brakes failed when you were driving your vehicle. I am glad you were not in an accident. I apologize; I cannot see the image. The website will not pull up on our system.

[redacted] [1:42:54 PM]:

I can email it to you.

Bethany [1:42:56 PM]:

Have you considered taking your vehicle into your local GM dealership to have these concerns diagnosed?

[redacted] [1:43:25 PM]:

I plan on doing that. But I know the bill is going to be astronomical.

[redacted] [1:44:12 PM]:

What is the process for filling an out of warranty claim on a vehicle is what I am wondering?

Bethany [1:45:30 PM]:

I would be happy to assist you with that.

[redacted] [1:45:35 PM]:

ok

Bethany [1:47:22 PM]:

I am sorry that your brakes failed and that you are also having concerns with your AC not working as well as the shards of metal in your oil, I will definitely do my best to assist you with this.

Bethany [1:47:24 PM]:

I will document everything and get this to our Central Claims department so we can have them better assist you with this.

Bethany [1:48:44 PM]:

I just need to verify some more information for you so that I can get this to Central Claims and then they will reach out to you from there. Do you mind if I gather some more information, please?

Bethany [1:51:20 PM]:

Are you still there, [redacted]

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

Customer

[redacted]
Anytime

Vehicle

Chevrolet Silverado 2015
3GCUKSEC0FG[redacted]
Mileage Now: 63857 mi
Warranty Start: 04/27/2015

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

Customer had to have the brake booster replaced because it was not producing enough pressure to power the brake. He said it was a scary situation to pull a trailer with a boat and not being able to stop. Customer believes he didn't have to pay $734 at this early point in time considering that it definitely compromised his safety. Customer would like to know what GM would do for him as a loyal customer.

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

Additional key points

This customer has purchased these GM vehicles:

Reference

CAC SR#: [redacted]
Tier 2 CAC advisor: Stephanie Daly --> 1-866-790-5700 Ext # 5914504

PE18-012

GM

3-27-2019

Q3

ExecReferral – please assign. Updates and Final to Carol Balgenorth and John Bopp

Thank You.

John G. Bopp Jr.

Executive Relations & Field Integration Manager

john.bopp@gm.com

404.217.6750

From: Monique J Dumont
Sent: Monday, May 15, 2017 4:19 PM
To: John Bopp <john.bopp@gm.com>
Subject: FW: Call for Tony Cervone

Hi John –

Not sure if you already have a ticket on this individual – could you please have someone review? I would like to be kept apprised.

Thank you,

Monique Dumont

Office of Tony Cervone

Senior Vice President Global Communications

Chairman GM Foundation

Phone: 313-667-3532

Cell: [redacted]

Email: Monique.j.dumont@gm.com

From: Ann M. Kihn
Sent: Monday, May 15, 2017 4:17 PM
To: Monique J Dumont <monique.j.dumont@gm.com>
Subject: Call for Tony Cervone

Monique:

Received a call for [redacted] on 5/11/17. She indicated tha [redacted] had helped to get her 2015 Suburban declared a lemon – and she received a new 2015 Suburban. This Suburban has 64,000 miles on it, and is having safety issues (i.e., brakes went out – were fixed – more problems). She would appreciate a call regarding this vehicle.

Ann M. Kihn

General Motors

300 Renaissance Center

MC 482-C29-B24

Detroit, MI 48265

313-665-4627

PE18-012

GM

3-27-2019

Q3

Jeremy Medel (C)

From: Jeremy Medel (C)
Sent: Wednesday, June 14, 2017 9:32 AM
To: 'tcomstock@santapaulachevrolet.com'; dwayne.walker@hoomanautomotive.com
Subject: SR: [redacted]

Dear Mr./s.

Are you aware of any accidents or aftermarket parts?

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.

Thank you for your assisting with this concern and creating long-term customer satisfaction and loyalty.

If you have further questions, please contact CEC specialist Jeremy at (866) 790-5600 ext. 5911185, or by fax at (586) 920-0874. Business hours are Monday through Friday between 9:00 am and 5:30 pm, Pacific Time. Please refer to the service request number above.

Afsaneh Doost
2015 Chevrolet Suburban
VIN: 1GNSCKKC2FR[redacted]
Cell: [redacted]

Sincerely, General Motors
CA Customer Engagement Center
Jeremy Medel
Ph. 1-866-790-5600 EXT. 5911185
Fax: (586)920-0874

PE18-012

GM

3-27-2019

Q3

[redacted]

THIS VALIDATED REGISTRATION CARD OR A FACSIMILE COPY IS TO BE KEPT WITH THE VEHICLE FOR WHICH IT IS ISSUED. THIS REQUIREMENT DOES NOT APPLY WHEN THE VEHICLE IS LEFT UNATTENDED. IT NEED NOT BE DISPLAYED. PRESENT IT TO ANY PEACE OFFICER UPON DEMAND. IF YOU DO NOT RECEIVE A RENEWAL NOTICE, USE THIS FORM TO PAY YOUR RENEWAL FEES OR NOTIFY THE DEPARTMENT OF MOTOR VEHICLES OF THE PLANNED NON-OPERATIONAL STATUS (PNO) OF A STORED VEHICLE. RENEWAL FEES MUST BE PAID ON OR BEFORE THE REGISTRATION EXPIRATION DATE OR PENALTIES WILL BE DUE PURSUANT TO CALIFORNIA VEHICLE CODE SECTIONS 9552 - 9554.

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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]

REGISTRATION CARD VALID FROM: 12/02/2016 TO: 12/02/2017

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2014	RC	120	11	[redacted]

BODY TYPE MODEL	HP	MO	VEHICLE ID NUM
UT	G	YU	1GNSCKKC2F[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	FIC
AUTOMOBILE	07/13/17	19	07/13/17	8

PR EXP DATE: 12/02/2017

REGISTERED OWNER
USB LEASING LT LSR
DOOST AFSANEH RASHIDI LSE
1239 S PECK DR

LOS ANGELES
CA 90035

AMOUNT PAID
$ 20.00

AMOUNT DUE	AMOUNT RECVD
$ 20.00	CASH : 20.00
	CHCK :
	CRDT :

LIENHOLDER
USB LEASING LT
1850 OSBORN AVE

OSHKOSH
WI 54902

H00 C17 5E 0002000 0001 CS H00 071317 11 7XSK150 743

[redacted]

PE18-012

GM

3-27-2019

Q3

CHEVROLET

Friday, August 18, 2017

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 Chevrolet Suburban
VIN: 1GNSCKKC2FR[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Suburban, VIN **1GNSCKKC2FR[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 covering [illegible] 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 **$66,726.01.** This offer was calculated by using the following figures:

Total Repurchase Amount (includes $[illegible].48 tax)		**$66,726.01**
Down Payment		$1,236.00
32 payments @ varied amounts		$24,063.68
Less Usage		$3,448.29
Less Late Charges		$50.00
Less Payoff of Original Vehicle-Good [illegible]	08/2[illegible]7	$44,924.62
Total Amount to Customer		**$21,801.39**

**AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OF [illegible] DELIVERY*

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If [redacted] fax number or address is required to complete the transaction.

[redacted]

The requirements of the straight repurchase c[illegible] follow:

⇒ **Vehicle Damage** - vehicle is free from a[illegible]ema[illegible]g[illegible] which impair its resale value. Vehicle must be inspected by a General Motors [illegible]ip at [illegible] of [illegible]oing.
⇒ **Vehicle Alterations** - if this vehicle has [illegible]altered or [illegible]d from its original factory condition, it must be restored to its original [illegible] the [illegible]le repurchase appointment
⇒ A **"Power of Attorney" form** - supplied [illegible]eneral Motors must be signed and notarized at the time of repurchase *(used only for titling purp[illegible]*
⇒ **An "Odometer Disclosure** Statement" [illegible] supp[illegible]neral Motors must be signed at the time of the repurchase
⇒ **Factory installed equipment** – [illegible]ed to [illegible]ct an[illegible]al.
⇒ **Title** – if no lien, a free and clear title mus[illegible]provid[illegible]in[illegible] of repurchase.
⇒ **Cash backs rebates or incentives** - to ex[illegible]cks re[illegible]or incentives of any kind are applicable towards this transaction.

If all above requirements are met, the dealers[illegible]pro[illegible]in the repurchase and transfer of funds.

Please return this signed document to Jas[illegible][illegible]-8[illegible]8 [illegible]Tu[illegible]day August 15, 2017

Sin[illegible],

Ge[illegible]Ja[illegible]rs EVDC
27[illegible]Re
Sa[illegible]N[illegible]486[illegible]

[redacted]

PE18-012

GM

3-27-2019

Q3

August 18, 2017 **Dealer Confirmation Letter-Straight**

SANTA PAULA CHEVROLET INC.
101 W HARVARD
SANTA PAULA, CA 93060

Subject: 2015 Chevrolet Suburban
Customer [redacted]
VIN: 1GNSCKKC2FR[redacted]
Ref SR [redacted] V-[redacted]

Dear David Winter:

General Motors will issue a check in the amount of $21,801.39 made payable to [redacted]. Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $44,924.62 to **US** Bank. 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 Tuesday August 15, 2017. If you have any questions you may reach me at 866-802-6625 x1180.

SANTA PAULA CHEVROLET INC. 114587 Management Agent's Signature and Title.

SANTA PAULA CHEVROLET INC. 114587 Management Agent's Printed Name and Title.

[redacted]

PE18-012

GM

3-27-2019

Q3

Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Jeremy Medel 866-790-5600X5911185 jeremy.medel@gm.com
Created Date: 08/01/2017

Vehicle Info

***VIN:**	1GNSCKKC2FR[redacted]	**MSRP:**	0.0	***TAC #:**	N/A
Year:	2015	**Make:**	Chevrolet	**Model:**	Suburban

Vehicle Comments & TAC Explanation:
N/A

***Date Reviewed with Customer:**	07/11/2017	***Repurchase Mileage:**	20000
Original Purchase Date:	09/19/2014	***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:**		***Cell Phone:**	[redacted]
***E-mail:**		***Fax Phone:**		***Exec Init Repurchase:**	Y
***Reason Repurchase**	Intermittent Brake malfunction				

UCC Codes (H4603) Brakes - Booster - Hydro / Vac or Pump - Inoperative

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	USB Leasing LT LSE	**Account #:**	
Contact or Attention:	USB Leasing LT LSE				
Address	1850 Osborn Ave.				
City	Oshkosh	**State**	WI	**ZIP Code:**	54902
Day Phone:	866-250-3147	**Fax:**		**E-mail:**	

Original Selling Dealer

***Dealer #:**	114587	**Dealer Name:**	SANTA PAULA CHEVROLET INC.		
Region:	10	**District:**	1114		
***Phone:**	(805) 525-2127	**Fax:**	(805) 525-2255		
***Contact Name:**	David Winter	***Contact Title:**	Service Manager	**E-Mail:**	'dwinter@santapau..

Repurchasing Dealer: -

Repair

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

Vehicle Location: -

Case Number: [redacted]

Originator Name: Jeremy Medel 866-790-5600X5911185 jeremy.medel@gm.com
Created Date: 08/01/2017

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction
State:	CA	*** Type:**	Straight Repurchase
Source:	CA-CEC Voluntary		
Replacement VIN:			-
Compliance Date:		**Compliance Type:**	
MSRP:	0.0	**Order #:**	

Repurchase:

Compute mileage from 20000 miles.

*** Processing Instructions:**

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

PE18-012

GM

3-27-2019

Q3

[redacted]

DMV
A Public Service Agency

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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]

DMV
A Public Service Agency

REGISTRATION CARD VALID FROM: 12/02/2016 TO: 12/02/2017

MAKE	YR MODEL	YR 1ST SOLD	VLF CLASS	TYPE VEH	TYPE LIC	LICENSE NUMBER
CHEV	2015	2014	RC	120	11	[redacted]

BODY TYPE MODEL	HP	MO	VEHICLE ID NUMBER
UT	G	YU	1GNSCKKC2F[redacted]

TYPE VEHICLE USE	DATE ISSUED	CC/ALCO	DT FEE RECVD	PIC
AUTOMOBILE	07/13/17	19	07/13/17	8

PR EXP DATE: 12/02/2017

AMOUNT PAID
$ 20.00

REGISTERED OWNER
[redacted]

AMOUNT DUE		AMOUNT RECVD
$ 20.00	CASH :	20.00
	CHCK :	
	CRDT :	

LIENHOLDER
USB LEASING LT
1850 OSBORN AVE

OSHKOSH
WI 54902

H00 C17 5E 0002000 0001 CS H00 071317 11 [redacted]

[redacted]

PE18-012

GM

3-27-2019

Q3

FAX

Date:	07/13/2017
Pages including cover sheet:	*8*

To:	5869200874@rcfax.com
Phone	
Fax Number	*(586) 920-0874*

From:	ALEX LIGHTING &
	ALEX LIGHTING INC
	10915 VENICE BLVD
	LOS ANGELES
	CA 90034
Phone	*(424) 273-5269 * 101*
Fax Number	*(424) 273-5269*

NOTE:

CASE# [redacted] ATTN: JEREMY W/ CHEVY

FAX

To: [redacted]
Company:
Fax: 14242760651
Phone:

From:
Fax:
Phone:
E-mail:

NOTES:

Date and time of transmission: Thursday, July 13, 2017 8:52:16 AM
Number of pages including this cover sheet: 06

MOTOR VEHICLE LEASE AGREEMENT - CLOSED-END - CALIFORNIA

usbank.

1. **LESSEE AND LESSOR**

LESSEE AND CO-LESSEE
Name: [redacted]
Address: [redacted]
County: [redacted]

LEASE NUMBER

LESSOR
Name: BUNKER CHEVROLET
Address: 6161 W SLAUSON AVE
CULVER CITY CA 90230

LEASE DATE 11/29/2014

The words "you" and "your" mean each person named as a Lessee or Co-Lessee above. The words "we," "us" and "our" mean the Lessor named above and US Leasing I, LLC or its successors and assigns ("Assignee"). In whom this Motor Vehicle Lease Agreement ("Lease") will be assigned. "Vehicle" means the leased vehicle described below, including all equipment, parts, accessories and manuals. You agree to lease the Vehicle from us according to the terms and conditions of this Lease. The remainder of this Lease that begins contained in this Lease are also made on behalf of Assignee.

2. **VEHICLE DESCRIPTIONS**

A. LEASED VEHICLE

	Year	Make	Model	Body Style	Odometer Reading	Vehicle Identification Number
☒ New ☐ Used	2015	CHEVROLET	SUBURBAN		126	1GNSKKKC2FR[redacted]

Primary Use of Vehicle: ☐ Personal, family or household purposes ☐ Business, commercial or agricultural purposes

You acknowledge that you have received and accepted the Vehicle described above, that the Vehicle is in good condition and is in good operating order and condition. You accept the Vehicle for all purposes of this Lease.

B. TRADE-IN VEHICLE: Year N/A Make N/A Model N/A
Gross Allowance $ N/A Amount Owed $ N/A Net Trade-in Allowance $ N/A

C. FOR USE BY LESSOR: Trade-in, lease-end and other vehicle-related agreements:

3. AMOUNT DUE AT LEASE SIGNING OR DELIVERY	4. MONTHLY PAYMENTS	5. OTHER CHARGES (Not part of your Monthly Payment)	6. TOTAL OF PAYMENTS (The amount you will have paid by the end of the Lease)
(itemized below)* $ 2436.00	A. You: first Monthly Payment of $ 750.75 is due on the Lease Date, followed by 35 payments of $ 750.75 due on the 1st of each month.	A. Termination Fee (if you do not purchase the Vehicle) $ N/A	$ 26712.25 (Section 2 plus 4B, plus 5B) minus Section 2(A)(2) minus 2(A)(3)
	B. The total of your Monthly Payments is $ 27027.00	B. Total $ N/A	

7. **ITEMIZATION OF AMOUNT DUE AT LEASE SIGNING OR DELIVERY**

A. **Amount Due at Lease Signing or Delivery:**

(1) Capitalized Cost Reduction	$ 997.52
(2) Sales/Use Tax on Capitalized Cost Reduction	89.78
(3) First Monthly Payment	750.75
(4) Refundable Security Deposit	N/A
(5) Title Fees	N/A
(6) Registration Fees	582.00
(7) Upfront Sales/Use Tax on Vehicle	1.20
(8) California Tire Fee (paid to State)	0.75
(9) Electronic Vehicle Registration or Transfer Charge (Not a governmental fee)	N/A
(10) Document Processing Charge (Not a governmental fee)	85.00
(11) Acquisition Fee	N/A
(12) N/A	N/A
(13) N/A	N/A
(14) Total	$ 2436.00

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	1200.00
(3) Amount to be Paid in Cash	1736.00
(4) Total	$ 2436.00

8. **YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:**

A.	**Gross Capitalized Cost.** The agreed upon value of the Vehicle ($ 61788.00) and any items you pay over the Lease Term (such as taxes, fees, service contracts, insurance, and any outstanding prior credit or lease balance)	$ 62412.00
B.	**Capitalized Cost Reduction.** The amount of any Net Trade-In Allowance, rebate, noncash credit, or cash you pay that reduces the Gross Capitalized Cost	997.52
C.	**Adjusted Capitalized Cost.** The amount used in calculating your Base Monthly Payment	= 61414.48
D.	**Residual Value.** The value of the Vehicle at the end of the Lease used in calculating your Base Monthly Payment	- 40470.45
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	= 20944.03
F.	**Rent Charge.** The amount charged in addition to the Depreciation and any Amortized Amounts	+ 3851.33
G.	**Total of Base Monthly Payments.** The Depreciation and any Amortized Amounts plus the Rent Charge	= 24795.36
H.	**Lease Payments.** The number of payments in your Lease (Lease Term 36 months)	÷ 36
I.	**Base Monthly Payment**	= 688.76
J.	**Monthly Sales/Use Tax**	+ 61.99
K.	N/A	+ N/A
		= 750.75

[illegible]

A. YOUR MONTHLY PAYMENT IS DETERMINED AS FOLLOWS BELOW:

a.	Gross Capitalized Cost. This amount includes [illegible]	$ 60412.00
b.	Capitalized Cost Reductions. This amount includes all amounts [illegible]	$ [illegible]
c.	Adjusted Capitalized Cost. [illegible]	$ 60412.00
d.	Residual Value. [illegible]	$ 43729.36
e.	Depreciation and any Amortized Amounts. [illegible]	$ 16682.64
f.	Rent Charge. [illegible]	$ 1981.36
g.	Total of Base Monthly Payments. [illegible]	$ 18664.00
h.	Lease Payments. [illegible]	$ 0.00
i.	Base Monthly Payment.	$ 518.78
j.	Month's Sales/Use Tax	$ [illegible]
k.	N/A	N/A
l.	Total Monthly Payment (Monthly Payment).	$ 518.78

Early Termination. You may have to pay a substantial charge if you end this Lease early. [illegible] 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 will likely be.

C. EXCESS WEAR AND USE

[illegible]

D. PURCHASE OPTION AT END OF LEASE TERM

[illegible]

Other Important Terms. [illegible]

II. CALCULATION OF GROSS CAPITALIZED COST

A.	[illegible]	$ 60412.00
B.	[illegible]	N/A
C.	[illegible]	N/A
D.	[illegible]	$ [illegible]
E.	[illegible]	$ 0.00
F.	[illegible]	N/A
G.	[illegible]	N/A
H.	[illegible]	
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
I.	[illegible]	N/A
J.	[illegible]	N/A
K.	[illegible]	N/A
L.	[illegible]	N/A
M.	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
N.	[illegible] N/A	N/A
O.	[illegible]	$ 0.00
P.	[illegible]	N/A
Q.	[illegible]	N/A
R.	[illegible]	$ 60412.00

12. ESTIMATED OFFICIAL FEES AND TAXES

[illegible] $ 3975.37 [illegible]

13. WARRANTIES AND OPTIONAL PRODUCTS

[illegible]

( ) [illegible]

( ) [illegible]

( ) N/A

[illegible]

[illegible] [illegible] [illegible] [

[illegible]	03-19

A. YOUR MONTHLY PAYMENT IS DETERMINED AS SHOWN BELOW:

a.	Gross Capitalized Cost. This amount includes [illegible]	$ 60412.00
b.	Capitalized Cost Reduction. This amount includes [illegible]	$ 9047.72
c.	Adjusted Capitalized Cost. [illegible]	$ 51424.50
d.	Residual Value. [illegible]	$ 43729.30
e.	Depreciation and any Amortized Amounts. [illegible]	$ 7694.80
f.	Rent Charge. [illegible]	$ 1981.36
g.	Total of Base Monthly Payments. [illegible]	$ 24735.36
h.	Lease Payments. [illegible] 36 monthly	$ 0.00
i.	Base Monthly Payment	$ 686.53
j.	Month's Sales/Use Tax	$ 41.19
k.	N/A	N/A
l.	Total Monthly Payment (Monthly Payment)	$ 727.72

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 will be.

C. EXCESS WEAR AND USE

You may be charged for excess wear and use at the end of the Lease based on our standards for normal wear and use. These charges are in addition to your monthly payments. [illegible] per mile over the [illegible] miles we allow.

D. PURCHASE OPTION AT END OF LEASE TERM

You have the right to purchase the Vehicle at the end of the Lease for its residual value of $ 43729.30 plus [illegible] and other charges listed in this Lease. See the Lease documents for additional information and terms regarding purchase.

Other Important Terms. [illegible]

II. CALCULATION OF GROSS CAPITALIZED COST

A.	Agreed [illegible]	$ 51424.50
B.	[illegible] Tax	N/A
C.	[illegible]	N/A
D.	[illegible]	$ 0.00
E.	[illegible]	905.00
F.	[illegible]	N/A
G.	[illegible]	N/A
H.	[illegible]	
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
I.	[illegible]	N/A
J.	[illegible]	N/A
K.	[illegible]	N/A
L.	[illegible]	N/A
M.	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
	[illegible]	N/A
N.	[illegible]	N/A
O.	[illegible]	7083.00
P.	[illegible]	N/A
Q.	[illegible]	N/A
R.	[illegible]	$ 60412.00

12. ESTIMATED OFFICIAL FEES AND TAXES

[illegible] $ 2275.37 [illegible]

13. WARRANTIES AND OPTIONAL PRODUCTS

[illegible]

( ) [illegible]

( ) [illegible]

( ) N/A

[illegible]

FOR ORIGINALLY MANUFACTURED NEW VEHICLES ONLY: Except as otherwise [illegible] AS IS" AND WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED, AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional products or service contracts listed below in order to enter into this Lease and your failure to do so or the decision on the approval of this application will not [illegible]

( ) [illegible] [illegible]

O. Collision Tire Fee	N/A	N/A
P. Electronic Vehicle Registration or Transfer Charge (No. 4 go/Governmental fee)		29.00
Q. Other (describe) N/A		N/A
R. Other (describe) N/A		N/A
S. Total = Gross Capitalized Cost		$ 62412.00

12. **ESTIMATED OFFICIAL FEES AND TAXES:**

The total estimated amount you will pay for official and license fees, registration, title and taxes over the term of your Lease, whether included with your Monthly Payments or assessed otherwise is $ 3672.37. This is an estimate based on current tax rates, the actual total of fees and taxes may be higher or lower, depending on the tax rate in effect at the time A Fee of title is assessed.

13. **WARRANTIES AND OPTIONAL PRODUCTS:**

If the Vehicle is new, it is covered by the standard new vehicle manufacturer's new vehicle warranty. If the Vehicle is new or used, it is not covered by any other express warranty unless identified below.

☐ The Vehicle is covered by the remainder of the standard manufacturer's new vehicle warranty.

☐ The Vehicle is covered by an extended warranty purchased from the manufacturer or other third party provider.

☐ N/A

We assign to you all rights we have under any of these warranties. You acknowledge that you have received a copy of the indicated warranties.

You expressly agree and understand that you have selected and agreed to lease the Vehicle "AS IS." WE MAKE NO WARRANTIES OR REPRESENTATIONS, EITHER EXPRESS OR IMPLIED AS TO THE VEHICLE OR ANY PART OR ACCESSORY THEREOF. WE MAKE NO WARRANTY OF MERCHANTABILITY OR FITNESS OF THE VEHICLE FOR ANY PARTICULAR PURPOSE OR ANY OTHER REPRESENTATION OR WARRANTY WHATSOEVER.

You are not required to buy any of the optional insurance or other products listed below to enter into the Lease and your failure to do so will not be a factor in the approval of this conveniex of credit. These insurance and other products will not be provided unless you sign below and are accepted by the Palvicor. If you sign below, you have received a notice of the terms of the insurance or product, and you agree to pay the premium or charge shown.

☐ **Credit Insurance**

☐ Credit Life

Initial Coverage: $ N/A ☐ Single Cost: $ N/A ☐ Joint Cost: $ N/A

☐ Credit Disability

Maximum Monthly Coverage: $ N/A (single only) Cost: $ N/A

You are applying for the credit insurance marked above. Your signature below indicates that you agree that: (1) You are not eligible for insurance if you have reached your 66th 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 Lessee is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR A LIEBOTTACTOR IN THE LAST SIX MONTHS. (Refer to "Total Disabilities Not Covered" in your policy for details.)

N/A Date N/A Primary Lessee Signature N/A Age

N/A Date N/A Co-Lessee Signature N/A Age

☐ **Mechanical Breakdown Insurance**

N/A Provider $ N/A Cost N/A Term/Mileage

N/A Lessee Signature N/A Co-Lessee Signature

☐ **Maintenance Contract**

N/A Provider $ N/A Cost N/A Term/Mileage

N/A Lessee Signature N/A Co-Lessee Signature

☐ **Extended Warranty Contract (not insurance product)**

N/A Provider $ N/A Cost N/A Term/Mileage

N/A Lessee Signature N/A Co-Lessee Signature

14. **INSURANCE VERIFICATION**

The Vehicle is insured by:

Policy Number	Insurance Company	Insurance Agent	Agent Address	Agent Phone Number
[redacted]	CMSCO			1-800-252-1849

You authorize us to verify and give your advance authorization to obtain the minimum coverage required by this Lease (see Section 17).

SIGNATURES

YOU AGREE TO ALL THE PROVISIONS ON **BOTH SIDES OF THIS LEASE** AND REPRESENT THAT YOU HAVE READ **BOTH SIDES OF THIS LEASE.**

THERE IS NO COOLING OFF PERIOD

California law does not provide for a "cooling off" or other cancellation period for vehicle leases. Therefore, you cannot later cancel this Lease simply because you change your mind, decided the Vehicle costs too much, or wish you had acquired a different vehicle. You may cancel this Lease only with the agreement of the Lessor or for legal cause, such as fraud.

You have the right to return the Vehicle, and receive a refund of any payments made if the credit application is not approved, unless disapproval results from an incomplete application or from answered information provided by you.

Notice to Lessee: (1) Do not sign this Lease 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 Lease. (3) Warning – Unless a charge is included in this Lease for public liability or property damage insurance, payment for that coverage is not provided by this Lease.

YOU ACKNOWLEDGE RECEIPT OF A COMPLETED COPY OF THIS LEASE.

INDIVIDUAL LESSEE SIGNATURE(S)

Lessee Signature: [redacted] Co-Lessee Signature: N/A

BUSINESS LESSEE SIGNATURE

Authorized Signer's Name:	Title:	Signature:
N/A	N/A	N/A

LESSOR SIGNATURE:

The authorized signature [redacted] certifies the effect of: (1) accepting the terms and conditions of this Lease; (2) acknowledging verification of the Lessee's insurance coverage; and (3) assigning to US6 Leasing LLC or its successors and assigns all right, title and interest in, and to this Vehicle and this Lease as [redacted] and conditions of the Dealer Lease Agreement between Lessor and Assignee.

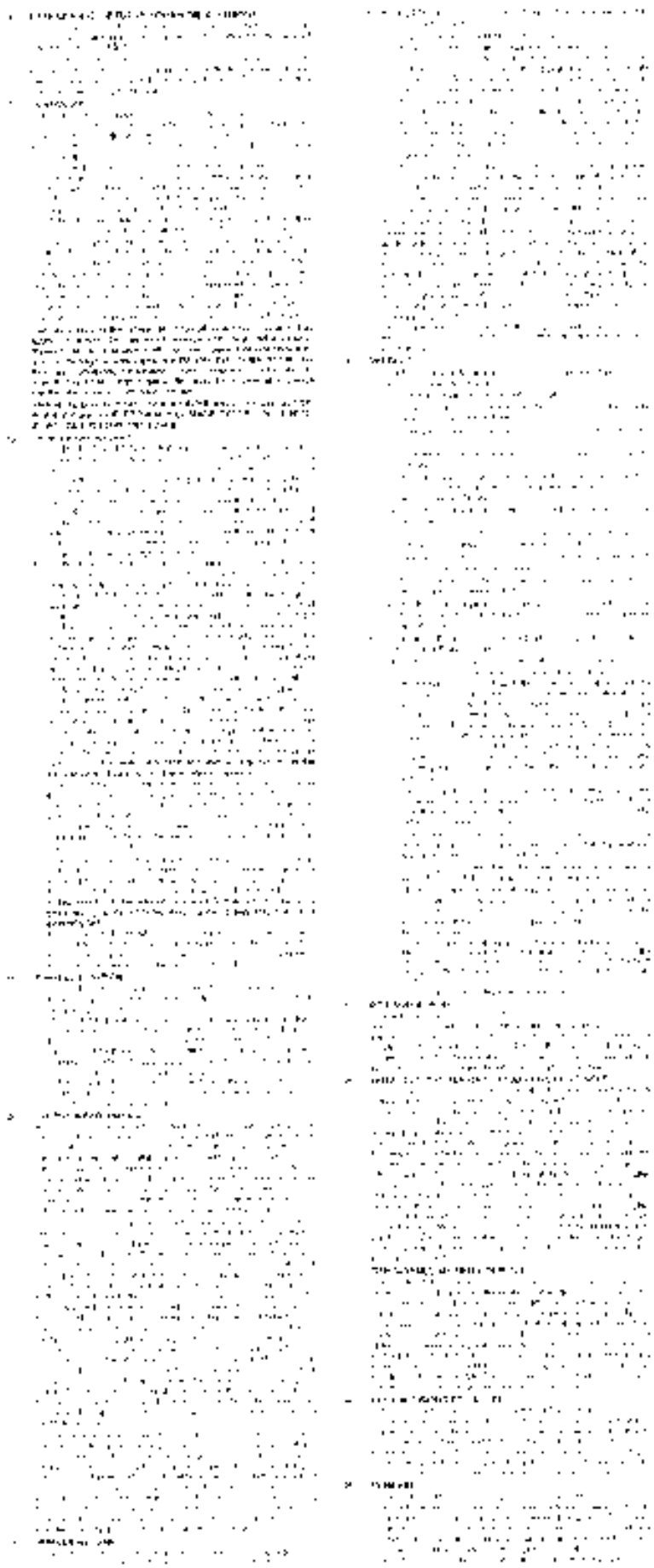
Authorized Signature: [redacted]

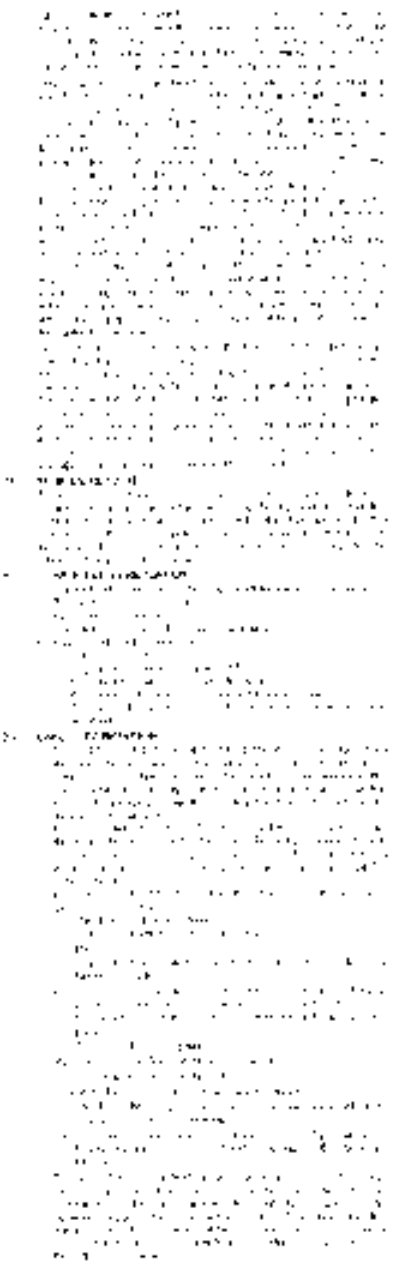
SEE REVERSE SIDE FOR ADDITIONAL TERMS AND CONDITIONS.

© 20xx US6 Leasing LLC Form # [redacted]
Wolters Kluwer Financial Services [redacted]

(Side 1)

Top Copy - LESSOR COPY 2nd Copy - LESSEE COPY 3rd Copy - FILE COPY 4th Copy - DEALER COPY





PE18-012

GM

3-27-2019

Q3

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Ashley Fiting

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

Vehicle VIN: 1GNSCKKC2FR[redacted]

Date: August 10, 2017

	USAGE FORMULAS			STRAIGHT REPURCHASE - BASE			PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
1	**Usage**		1	Base Price	$0.00	1	Down Pmt / Cap Cost Reduction	$1,236.00
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$24,063.68
3	case. Only fill out USAGE CHARGED section if		3	Reg./Lic./Title Fees	$0.00	3	Reg/Lic/Title Fees (leases only)	$0.00
4	case originator instructions differ from LL.		4	State Fees	$0.00	4	Tax (leases only)	$0.00
5	**USAGE USING LEMON LAW**		5	Aftermarket Items	$0.00	5	Aftermarket Items	$0.00
6			6	Sales Tax	$0.00	6	Other-Explain	$0.00
7	**Usage Using Base Price**		7	Finance Charges	$0.00	7	Other-Explain	$0.00
8	Base Price/Total Repurch Price	$61,788.00	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	Mileage	6,697	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10	Denominator	120,000	10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$25,299.68**
11	**Usage**	**$3,448.29**	11			11		
12			12	*** Usage/Depreciation**	**$3,448.29**	12	*** Usage/Depreciation**	**$3,448.29**
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$50.00
15	Cents per mile	$0.000	15	Over-Allowance	$0.00	15	Over-Allowance	$0.00
16	**Usage**	**$0.00**	16	Negative Equity	$0.00	16	Negative Equity	$0.00
17			17	Incentives	$0.00	17	Incentives	$0.00
18	**USAGE CHARGED**		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	**Usage - Negotiated**	$0.00	20	Other-Explain	$0.00	20	Gap Insurance	$0.00
21			21	Other-Explain	$0.00	21	Over Mileage Penalty	$0.00
22	**Usage Using Base Price**		22	**Total Deductions**	**$3,448.29**	22	**Total Deductions**	**$3,498.29**
23	Base Price/Total Repurch Price	$0.00	23			23		
24	Mileage	0	24	**Repurchase Subtotal**	**-$3,448.29**	24	**Total Refund to Customer**	**$21,801.39**
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$44,924.62
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**-$3,448.29**	26	(GMAC=DL quote) good thru 08/21/2017	
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**-$3,448.29**	28	**Total Repurchase**	**$66,726.01**
29	Mileage	0	29	NADA (Legal Only)	$0.00	29	NADA (Legal Only)	$0.00
30	Cents per mile	$0.000	30	**Estimated Auction Value**	**$0.00**	30	**Estimated Auction Value**	**$0.00**
31	**Usage**	**$0.00**	31	**Projected Loss**	**-$3,448.29**	31	**Projected Loss**	**$66,726.01**

PURCHASE PRICE (before t/t/t)	$ 61,788.00		TRADE ALLOWANCE		
MSRP (FROM BARS INVOICE)	$ 66,345.00		PAYOFF OF TRADE	$ -	
DIFFERENCE	$ (4,557.00)		DIFFERENCE	$ -	
if positive look for over allowance			if negative=negative equity		
			TRADE ALLOWANCE	$ -	
PURCHASE PRICE	$ 61,788.00		ACV OF TRADE		
INCENTIVE* (from BARS)	$ -		DIFFERENCE	$ -	
OVERALLOWANCE	$ -		ACV=actual cash value		
ACTUAL PRICE	$ 61,788.00				

LEMON LAW COMPARISON	
USAGE PER LEMON LAW	$ 3,448.29
USAGE CHARGED	$ 3,448.29
LEMON LAW VARIANCE	$ -

Form Rev June 1, 2017

PE18-012

GM

3-27-2019

Q3

Amanda Baxter (C)

From: Marukian, Arman <amarukian@socalpenske.com>
Sent: Monday, June 19, 2017 12:24 PM
To: Amanda Baxter (C)
Subject: [EXTERNAL] RE: CA CEC, SR # [redacted] Customer Last Name [redacted] Last 8 of VIN-GG[redacted]

The vehicle has been repaired and delivered to the customer on 6/12/2017

Arman Marukian
Director of Fixed Operations
Penske Chevrolet of Cerritos
18605 Studebaker Road
Cerritos, CA 90703

P: (562) 263-2230
E: Amarukian@socalpenske.com

www.PenskeChevroletOfCerritos.com

From: Amanda Baxter (C) [mailto:amanda.baxter@gm.com]
Sent: Friday, June 16, 2017 3:26 PM
To: Marukian, Arman
Cc: Martinez, Amber
Subject: RE: CA CEC, SR # [redacted] Customer Last Name [redacted] Last 8 of VIN-GG[redacted]

Good afternoon Arman,

Want to follow up to see if you had a chance to look into this matter?

Thank you for working urgently in this matter!

Amanda - District Specialist
General Motors
California Customer Engagement Center
Phone: (866)790-5700 Ext. 5921113
Fax: (586)920-0462
Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone

From: Amanda Baxter (C)
Sent: Thursday, June 15, 2017 3:24 PM
To: 'Marukian, Arman'
Cc: 'Martinez, Amber'
Subject: RE: CA CEC, SR # [redacted] Customer Last Name [redacted], Last 8 of VIN-GG[redacted]

Hi Arman,

Any feedback in this matter?

Thank you for working urgently in this matter!

Amanda - District Specialist
General Motors
California Customer Engagement Center
Phone: (866)790-5700 Ext. 5921113
Fax: (586)920-0462
Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone

From: Amanda Baxter (C)
Sent: Tuesday, June 13, 2017 10:40 AM
To: 'Marukian, Arman'
Cc: Martinez, Amber
Subject: CA CEC, SR # [redacted] Customer Last Name- [redacted] Last 8 of VIN-GG [redacted]

Hi and good morning!

This email is regarding a new case reassignment. I spoke with [redacted] yesterday and he states brake would not engage and he took the vehicle in for diagnoses. Any feedback at this time?

[redacted]
3GCPCREC8GG [redacted]

Thank you for working urgently in this matter!

Amanda - District Specialist
General Motors
California Customer Engagement Center
Phone: (866)790-5700 Ext. 5921113
Fax: (586)920-0462
Operation Hours: Mon - Fri, 9:15 AM - 6:00 PM PCT Zone

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PE18-012

GM

3-27-2019

Q3

Please see if you can help on this technical inquiry

J. Craig Hugelmeyer
Cadillac Senior Customer Experience & AfterSales Manager
Office: 212.418.3369
Mobile: 347.703.9872
craig.hugelmeyer@cadillac.com

Cadillac
330 Hudson Street, 16th Floor
New York, NY 10013

-----Original Message-----
From: Donny Nordlicht
Sent: Friday, June 16, 2017 2:27 PM
To: John Hugelmeyer <craig.hugelmeyer@cadillac.com>
Cc: Matthew Scarlett <matthew.scarlett@cadillac.com>
Subject: RE: Escalade tech help

Thanks, Craig. Here is the attachment.

Donny Nordlicht
Product & Technology Communications

313.402.5889 Mobile
cadillac.com

Cadillac
330 Hudson Street
New York, NY 10013

-----Original Message-----
From: John Hugelmeyer
Sent: Friday, June 16, 2017 14:26
To: Donny Nordlicht <donny.nordlicht@cadillac.com>
Cc: Matthew Scarlett <matthew.scarlett@cadillac.com>
Subject: RE: Escalade tech help

Nothing attached, but I would start with Matt for a strange one like this

J. Craig Hugelmeyer
Cadillac Senior Customer Experience & AfterSales Manager
Office: 212.418.3369
Mobile: 347.703.9872
craig.hugelmeyer@cadillac.com

Cadillac

330 Hudson Street, 16th Floor
New York, NY 10013

-----Original Message-----
From: Donny Nordlicht
Sent: Friday, June 16, 2017 2:24 PM
To: John Hugelmeyer <craig.hugelmeyer@cadillac.com>
Subject: FW: Escalade tech help

Craig-

Can you (or the CAC) help here? This is sort of a weird one -- he's asking for some help regarding some Escalades that have been modified to have armor, if I understood the voicemail correctly.

Thanks,
DN

Donny Nordlicht
Product & Technology Communications

313.402.5889 Mobile
cadillac.com

Cadillac
330 Hudson Street
New York, NY 10013

-----Original Message-----
From: Kevin M Kelly
Sent: Friday, June 16, 2017 14:18
To: Donny Nordlicht <donny.nordlicht@cadillac.com>
Subject: Escalade tech help

Not sure if you can help with this.

PE18-012

GM

3-27-2019

Q3

BBB AUTO LINE
Customer Claim Form

Case number: [redacted]
Contact Date: 06/19/17
Start Date:

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: TN	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: Sierra	Year: 2015	Current mileage: 42800
Name(s) that appears on the vehicle title: [redacted]			
Selling dealer/city/state: Beaman Automotive Group, Nashville, TN			
Primary Servicing dealer/city/state: Rice Buick - GMC Truck,			
Acquired as ☒ new ☐ used ☐ demo ☐ leased	Is the vehicle in your possession? ☒ yes ☐ no		
Purchase/lease date: 11/01/15	Mileage at purchase/lease:		
First repair attempt date: 06/06/17	First repair attempt mileage: 42660		
How often is the vehicle used for business purposes (percentage): 10 %	Number of vehicles owned or leased by the business:	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)

Reimbursement of 186.02 mechanical and 1313.22 body. Damage to body cant be proved but feel that the breaks caused the truck to slide into a tree. This is a safety issue.GM was contacted and they offered 100 Certificate that I declined. Full reimbursement for mechanical expected and review body

Please complete the missing information in the box below and on page 2.

VEHICLE INDENTIFICATION NUMBER _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _

Lienholder/Leasing Company _____ **Phone Number**_____

Account Number _____

CCF

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**
Brake Vacuum Pump Bad - No warning no brakes		1		no
Upper Steering Column Bearing bad		2		yes
Rack Pion Steering Gear bad - being ordered		3		yes

Total days out of service for all problems: _____

Signature of Titled Owner(s) _____ Date _____

Printed Name of Titled Owner(s) _____

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]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

Page 1 of 1

BUICK GMC
8330 Kingston Pike
Knoxville, TN 37919
(865) 693-C610
www.ricegmc.com

SERVICE ADVISOR: 857 HARNESS, DON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		43247/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 D			18:00 14JUN17		110.00	CASH	

R.O. OPENED	READY	OPTIONS:
14JUN2017 15:23		DLR:18680 ENG:5.3_Liter_SIDI

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A 68		CCR	CUSTOMER STATES STILL HAS POP IN STEERING AFTER REPLACING BEARING AS PER CUSTOMER EXTENDED SERVICE CONTRACT

AB - steering gear noise noted during test drive. Replace steering gear and set toe

Auth 6990098

RO# [redacted]

BnC 26001827

1800 345 0191

CNA	
ADJ	RoB
Auth	7003 779
Total	434 84
Fax	800 239 4492

Tire Size 245 55 20 Pkd

P27552B

Parts 873 49
661 50
6586

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF THE ABOVE REVISED ESTIMATES:

X _____
CUSTOMER SIGNATURE

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

RICE

BUICK - GMC TRUCK
8330 Kingston Pike, Knoxville, TN 37919
(865) 693-0610
www.riceautomotive.com

[redacted]

PAGE 1

SERVICE ADVISOR: 857 DON HARNESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		42660/42660	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 DI			WAIT 08JUN17		110.00	MC/VISA	08JUN17

R.O. OPENED	READY	OPTIONS: DLR:18680 ENG:5.3_Liter_SIDI
05JUN17	08JUN17	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES BRAKES GRT HARD AT TIMES AND WON'T STOP VEHIVLE
26 CNA SER. CONTRACT ZWA 24001533 ADJ. KEVIN.
AUTH 6990098, CUSTOMER HAS A 100 DOLLER
DEDUCT.
821 CCR 1.01 2.60 7020 26749 267.49 267.49
1 12669488 (S)PUMP 12106 24213 0 242.13 242.13 242.13
PARTS: 242.13 LABOR: 267.49 OTHER: 0.00 TOTAL LINE A: 509.62
,,,,VERSION 1 (EMP# 821,06JUN17 09:05): 42660 3.00 found vacuum pump to
,,,,be bad. replaced vacuum pump. comp. #821
B CUSTOMER STATES POPING NOISE IN STEERING WHEN TURNING SOUNDS LIKE IT
IS IN ENGINE AREA
68 CNA SERVICE CONTRACT, ZWA 24001533 CONTRACT
NO. ADJ. KEVIN. AUTH NO.6990098.$100.00
DEDUCTABLE
821 CCR 1.77 3.50 9450 37301 373.01 373.01
1 26001827 (S)BEARING KIT 3499 6139 0 61.39 61.39 61.39
PARTS: 61.39 LABOR: 373.01 OTHER: 0.00 TOTAL LINE B: 434.40
,,,,VERSION 1 (EMP# 821,06JUN17 10:40): 42660 3.00 found noise to be in
,,,,steering column. per extended warranty company, replaced upper steering
,,,,column bearing. comp. #821
C GET EST. ON DAMAGE TO LEFT REAR CORNER OF BED OVER TAIL LAMP
68 EST. IN PASSENGERS FRONT SEAT.
821 CCR 0.02 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
D CUSOMER HAS EXTENDED SERVICE CONTRACT
68 GENERAL LINE INTERIOR
821 CCR 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
E** REPLACE VACUM PUMP BELT, NOT COVERED BY SERVICE CONTRACT
68 CUSTOMERS SERVICE CONTRACT WOULD NOT PAY FOR
BELT.
821 CCR 0.00 0.00 0 0 0.00 0.00
1 12658179 (S)BELT 3765 6605 0 66.05 66.05 66.05
PARTS: 66.05 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 66.05

Memo from: Mark Beason
Service Manager

We appreciate the opportunity to serve you and it is our desire that you be completely satisfied.
If for any reason you are not satisfied or the work was not done to your complete satisfaction, please contact me.

RICE BUICK-GMC, INC.
8330 KINGSTON PIKE
KNOXVILLE, TN 37919
(865) 693-0610

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, RICE BUICK-GMC TRUCK, INC., hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RICE BUICK-GMC TRUCK, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. I hereby authorize the repair work hereon 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 part shipment by the supplier or transportation. 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.
REPAIR WORK DONE ON THIS DEPARTMENT IS BASED ON FLAT RATE MANUAL TIME/PAYMENT.
ALL PARTS AND SERVICE WORK TO BE PAID CASH OR CASH.

SIGNATURE

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

Copyright 2008 ADP, Inc. SERVICE INVOICE [illegible] Ver.

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 2

RICE
BUICK - GMC TRUCK
8330 Kingston Pike, Knoxville, TN 37919
(865) 693-0610
www.riceautomotive.com

[redacted]

SERVICE ADVISOR: 857 DON HARNESS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		42660/42660	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 DD			WAIT 08JUN17		110.00	MC/VISA	08JUN17

R.O. OPENED	READY	OPTIONS: DLR:18680 ENG:5.3_Liter_SIDI
05JUN17	08JUN17	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

,,,,VERSION 1 (EMP# 821,06JUN17 10:40): 42660 replaced vacuum pump belt
F** SERVICE CARE CENTER APPOINTMENT
CAUSE: SERVICE CARE CENTER APPOINTMENT
SCC SERVICE CARE CENTER APPOINTMENT
65 CTM 0.00 0.00 0 0 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
ENVIRONMENTAL CHARGE 0 1337 13.37

THANK YOU FOR YOUR BUSINESS :

ASK ABOUT OUR SATURDAY SERVICE HOURS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-05-17	09:04	09:15	0.18	W	821	A	
	09:15	09:15	0.00	W	821	D	
	09:15	09:16	0.02	W	821	C	
	09:16	09:27	0.18	W	821	B	
06-06-17	08:15	09:05	0.83	W	821	A	
	09:05	10:40	1.59	W	821	B	
	10:40	10:40	0.00	W	821	E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	64050	16470		46700	36957	19370	
46900	1337	0		32400	660	0	
20205	103004	*******					

Customer Paid $100 deductible.

COST, SALE, & COMP TOTALS 35840 102344 0

Memo from: Mark Beason
Service Manager

We appreciate the opportunity to serve you and it is our desire that you be completely satisfied.
If for any reason you are not satisfied or the work was not done to your complete satisfaction, please contact me.

RICE BUICK-GMC, INC.
8330 KINGSTON PIKE
KNOXVILLE, TN 37919
(865) 693-0610

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are those made by the manufacturer. The seller, RICE BUICK-GMC TRUCK, INC., hereby expressly disclaims all warranties, either expressed or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RICE BUICK-GMC TRUCK, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products.
I hereby authorize the repair work listed and here 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 repairs or part engine(s) 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.
PROGRAM WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION.
ALL PARTS AND SERVICE WORK CREDIT CARD OR CASH

SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	640.50
PARTS AMOUNT	369.57
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	13.37
TOTAL CHARGES	1023.44
LESS INSURANCE	0.00
SALES TAX	6.60
PLEASE PAY THIS AMOUNT	1030.04

Datalight 2002 ADP, Inc. SERVICE INVOICE TYPE 2 - SSS

ACCOUNTING COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

Page 1 of 1

BUICK GMC
8330 Kingston Pike
Knoxville, TN 37919
(865) 693-0610
www.ricegmc.com

SERVICE ADVISOR: 857 HARNESS, DON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		42660/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 D			18:00 05JUN17		110.00	CASH	

R.O. OPENED	READY	OPTIONS
05JUN2017 08:49		DLR:18680 ENG:5.3_Liter_SIDI

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	26		CCR	CUSTOMER STATES BRAKES GRT HARD AT TIMES AND WON'T STOP VEHIVLE
				3.0 #821
# B	68		CCR	CUSTOMER STATES POPING NOISE IN STEERING WHEN TURNING SOUNDS LIKE IT IS IN ENGINE AREA
				3.0 #821
# C	68		CCR	GET EST. ON DAMAGE TO LEFT REAR CORNER OF BED OVER TAIL LAMP
# D	68		CCR	CUSOMER HAS EXTENDED SERVICE CONTRACT

1800 345 0191
CNA SER
ADJ KEVIN
Auth 6890098
Deduct 100 00
Total 853.77
FAX 800 259 4452

175 00 + tax
192 50 Total

303 52
640 50
Tax 975

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X _____

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

I HEREBY ACKNOWLEDGE THAT I WAS NOTIFIED & GAVE ORAL APPROVAL OF T[redacted]

X [redacted]

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

RICE
BUICK - GMC TRUCK
8330 Kingston Pike, Knoxville, TN 37919
(865) 693-0610
www.riceautomotive.com

[redacted]

PAGE 1

SERVICE ADVISOR: 816 ANDREW MITCHELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		5442/5442	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 DD			WAIT 07JAN16		99.00	CASH	07JAN16

R.O. OPENED	READY	OPTIONS: DLR:18680 ENG:5.3_Liter_SIDI
07JAN16	07JAN16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	SERVICE CARE CENTER APPOINTMENT										
CAUSE: SERVICE CARE CENTER APPOINTMENT											
	SCC	SERVICE CARE CENTER APPOINTMENT									
		65	CTM	0.00	0.00	0	0			0.00	0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00											
B	OIL FILTER CHANGE (CONVENTIONAL TRUCK)										
CAUSE: PROGRADE CK)											
	0600743	GMC PROGRADE - LOF AND TIRE ROTATION									
		827	WT94	0.00	0.80	1040	972			9.72	9.72
	1	19330000	(S)FILTER			430	660	0	8.60	6.60	6.60
	8	88864004	OIL			2408	3368	0	5.75	4.21	33.68
							2838		4028 TPARTS		
	FC: PART#: COUNT:										
	CLAIM TYPE: ZREC										
	AUTH CODE:										
							1040		972 TLABOR		
PARTS: 40.28 LABOR: 9.72 OTHER: 0.00 TOTAL LINE B: 50.00											
,,,,5442 0.40 lof complete											

THANK YOU FOR YOUR BUSINESS !

ASK ABOUT OUR SATURDAY SERVICE HOURS

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
01-07-16	16:25	16:25	0.00	W	827	B	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	0	0		46200	972	1040	
48000	4028	2838		22500	0	*******	
26300	5000	*******					

COST, SALE, & COMP TOTALS 3878 5000 0

Memo from: Mark Beason
Service Manager

We appreciate the opportunity to serve you and it is our desire that you be completely satisfied.
If for any reason you are not satisfied or the work was not done to your complete satisfaction, please contact me.

RICE BUICK-GMC, INC.
8330 KINGSTON PIKE
KNOXVILLE, TN 37919
(865) 693-0610

DISCLAIMER OF WARRANTIES

Any warranties on the products sold hereby are made by the manufacturer. The seller, RICE BUICK-GMC TRUCK, INC., hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and RICE BUICK-GMC TRUCK, INC. neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of new products.
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 part shipment by the supplier or transporter. I hereby grant you and 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.
REPAIR WORK DONE ON THIS ORDER WILL BE BASED IN PART UPON A FLAT RATE MANUAL COMPUTATION.
ALL PARTS AND SERVICE WORK CREDIT CARD OR CASH.

SIGNATURE

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

ACCOUNTING COPY

[redacted]

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

Page 1 of 1

RICE
BUICK GMC
8330 Kingston Pike
Knoxville, TN 37919
(865) 693-0610
www.ricegmc.com

SERVICE ADVISOR: 816 MITCHELL, ANDREW

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	15	GMC SIERRA	3GTU2VEC9FG[redacted]		5442/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01SEP15 D			** WAITER **		99.00	CASH	

R.O. OPENED	READY	OPTIONS:
07JAN2016 15:20		DLR:18680 ENG:5.3_Liter_SIDI

LINE #	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
A	SCC		CTM	SERVICE CARE CENTER APPOINTMENT
B	LOFCT		WT94	OIL FILTER CHANGE (CONVENTIONAL TRUCK)

comp. 4 #827

has 6 Filter Changed out

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary materials 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.

PRELIMINARY ESTIMATE $ _____

AUTHORIZED BY X

	DATE	TIME	BY
REVISED ESTIMATE (1)			
REVISED ESTIMATE (2)			
REVISED [illegible]			

[redacted]

[illegible]OVAL

PE18-012

GM

3-27-2019

Q3

Shanay Hardeman (C)

From:	Shanay Hardeman (C)
Sent:	Thursday, June 22, 2017 8:15 AM
To:	'mbeason@riceautomotive.com'
Cc:	'scampbell@riceautomotive.com'
Subject:	Requested Documents

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Rice Buick-GMC, Inc., 117590, Knoxville, TN

Dealership Contact: Mark Beason

VIN: 3GTU2VEC9FG[redacted]

Vehicle: 2015 GMC Sierra 1500

Mileage: 42,800

Good Morning Mark Beason,

This is an email of notification regarding a Better Business Bureau Claim 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 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 and any rental receipts.

Kind Regards

Shanay | BRC

BRC Mediation Liaison ATX
Phone (866) 790- 5600 Extension 5911325 |
Fax Number (586) 920-0779

If you have further questions, please contact Mediation Liaison Shanay at 1-866-790-5600 extension 5911325 between 7:00 a.m. and 3:30 p.m., Eastern Time. You may also contact the Business Resource Center at 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.

PE18-012

GM

3-27-2019

Q3

Shanay Hardeman (C)

From:	Shanay Hardeman (C)
Sent:	Thursday, June 22, 2017 8:12 AM
To:	'jynelle.harris@gm.com'
Cc:	Bobby Qureshi
Subject:	3GTU2VEC9FG[redacted], Rice Buick-GMC, Inc., BAC: 117[redacted] Customer: [redacted] SR# [redacted]
Attachments:	2.CCF.pdf

Service Request: [redacted]

Customer Last Name [redacted]

Involved Dealership: Rice Buick-GMC, Inc., 117590, Knoxville, TN

Dealership Contact: Mark Beason

VIN: 3GTU2VEC9FG[redacted]

Vehicle: 2015 GMC Sierra 1500

Mileage: 42,800

Dear Jynelle Denson-Harris,

This email is being sent to inform you that this customer has filed with the Better Business Bureau for their 2015 GMC Sierra 1500. The customer has stated brake vacuum pump is bad, upper steering column bearing & the rack pinon steering gear is also bad and is seeking reimbursement of $186.02 mechanical and $1313.22 body. . 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.

Kind Regards

Shanay | BRC

BRC Mediation Liaison ATX
Phone (866) 790- 5600 Extension 5911325 |

If you have further questions, please contact Mediation Liaison Shanay at 1-866-790-5600 extension 5911325 between 7:00

a.m. and 3:30 p.m., Eastern Time. You may also contact the Business Resource Center at 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.

PE18-012

GM

3-27-2019

Q3

Shanay Hardeman (C)

From:	Shanay Hardeman (C)
Sent:	Thursday, June 29, 2017 1:32 PM
To:	'mbeason@riceautomotive.com'
Cc:	'scampbell@riceautomotive.com'; 'jynelle.harris@gm.com'
Subject:	[redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Rice Buick-GMC, Inc., 117590, Knoxville, TN

Dealership Contact: Mark Beason

VIN: 3GTU2VEC9FG[redacted]

Vehicle: 2015 GMC Sierra 1500

Mileage: 42,800

Good Afternoon Mike Beason,

I have been trying to get in contact with you by phone regarding Mr. and Mrs. [redacted] I wanted to get more information regarding a repair that was done for the customer. They are seeking reimbursement for $186.02 and also assistance with some body repairs $1313.22. Can you let me know what repair was done for the cost of $186.02 and why or why not it was not covered under the warranty?

Kind Regards

Shanay | BRC

BRC Mediation Liaison ATX
Phone (866) 790- 5600 Extension 5911325 |
Fax Number (586) 920-0779

If you have further questions, please contact Mediation Liaison Shanay at 1-866-790-5600 extension 5911325 between 7:00 a.m. and 3:30 p.m., Eastern Time. You may also contact the Business Resource Center at 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.

PE18-012

GM

3-27-2019

Q3

Shanay Hardeman (C)

From:	Shanay Hardeman (C)
Sent:	Tuesday, July 11, 2017 2:24 PM
To:	'jynelle.harris@gm.com'
Cc:	Bobby Qureshi
Subject:	3GTU2VEC9FG[redacted] Rice Buick-GMC, Inc., BAC: 117[redacted] Customer[redacted], SR# [redacted]

Service Request: [redacted]

Customer Last Name: [redacted]

Involved Dealership: Rice Buick-GMC, Inc., 117590, Knoxville, TN

Dealership Contact: Mark Beason

VIN: 3GTU2VEC9FG[redacted]

Vehicle: 2015 GMC Sierra 1500

Mileage: 42,800

Dear Jynelle Denson-Harris,

This email is being sent to notify you of the resolution of the above referenced BBB matter. The customer was offered no offers.

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 #5911325. Thank you for your assistance in resolving this case.

Kind Regards

Shanay | BRC

BRC Mediation Liaison ATX
Phone (866) 790- 5600 Extension 5911325 |

If you have further questions, please contact Mediation Liaison Shanay at 1-866-790-5600 extension 5911325 between 7:00 a.m. and 3:30 p.m., Eastern Time. You may also contact the Business Resource Center at 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.

PE18-012

GM

3-27-2019

Q3

Connecting... An agent will be with you shortly.

Caller English

System [12:58:12 PM]:

Welcome to chat.

Becky [12:58:34 PM]:

Thank you for contacting GMC Customer Assistance. My name is Becky, how can I assist you today, Shawn? Also, your safety is very important to us at GMC, so please remember to not use any hand held devices or try to retrieve any emails we may send you whenever you're driving.

[redacted] [12:58:38 PM]:

Hi Becky! Where can I find a list of Technical Service bulletins for a vehicle?

Becky [12:59:49 PM]:

A technical service bulletin is an aid for the dealership to assist them with addressing a concern on a vehicle, however, it does not mean there is any additional coverage offered outside of the factory warranty parameters. They are internal documents only between General Motors and the service department at our local dealerships. They are not for customers, nor are they in any way recalls, so any such work needed if there is a TSB would still be at the responsibility of the customer.

Becky [1:00:41 PM]:

Can you please provide me with your VIN?

[redacted] 1:01:43 PM]:

There are not current recalls for my vehicle.

[redacted] [1:02:17 PM]:

I have received service for all the recalls that have been issues for my vehicle.

Becky [1:02:39 PM]:

Okay. Are you having a vehicle concern?

[redacted] [1:03:32 PM]:

Yes. I filed a complaint with the NHTSA regarding my brakes, so I wanted to find the service bulletin that described the issue and how to fix the problem.

Becky [1:04:23 PM]:

I understand. What I can do is also document your complaint and provide you with a case number.

[redacted] [1:05:49 PM]:

I have a complaint filed already. I was provided assistance from the dealer, but I still had to pay a $750 deductible as well as $330 for a rental car.

Becky [1:08:19 PM]:

I do apologize. What I can do is provide you with a site that you can purchase a service bulletin.

[redacted] [1:09:40 PM]:

Thank you! But, I don't want to purchase the service bulletin.

Becky [1:10:08 PM]:

Is there anything that I can help you with today?

[redacted] [1:10:45 PM]:

Can you look up the complaint # that I filed this week?

Becky [1:12:19 PM]:

If you can provide me with your email address and phone number, I can try to look it up that way.

Becky [1:15:29 PM]:

I am still available to help you with any questions; I just want to make sure you are still there.

[redacted] [1:15:37 PM]:

[redacted]

[redacted] [1:15:42 PM]:

[redacted]

[redacted] 1:16:13 PM]:

VIN: 3GTU2VEC4FG[redacted]

[redacted] [1:17:08 PM]:

I noticed that there are other complaints on the NHTSA site for the same issue. Since braking is an important safety issue, do you know what it takes to get a recall?

[redacted] [1:18:25 PM]:

I am concerned that this will happen again.

Becky [1:19:59 PM]:

I do that you did have a case with a senior advisor. NHTSA put out the recalls. What it takes, I can't answer that as I do not know the whole process. May I ask how I can assist you today?

[redacted] [1:20:27 PM]:

Can you provide the case # to me please?

Becky [1:21:06 PM]:

Yes, it is [redacted].

Becky [1:21:33 PM]:

I'd like to understand how I can best assist you. Can you tell me what kind of help you are looking for today?

[redacted] [1:21:35 PM]:

ok. Thank you!

[redacted] [1:22:36 PM]:

I would like my bill paid in full and I would like to be reimbursed for my rental car as I feel like this is a defect with the vehicle.

Becky [1:23:22 PM]:

Thank you. I will be notifying your senior advisor. Please allow 1-2 business days for them to reach out to you.

[redacted] [1:23:30 PM]:

Ok. Thank you!

[redacted] [1:23:34 PM]:

bye

Becky [1:23:35 PM]:

Is there anything else that I may assist you with today?

Becky [1:26:02 PM]:

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

Call Disconnected.

PE18-012

GM

3-27-2019

Q3

ROBERT M. SILVERMAN[a,b]
CRAIG THOR KIMMEL[c,d]

[a] Member, PA Bar
[b] Member, NJ Bar
[c] Member, DE Bar
[d] Member, NY Bar
[e] Member, MA Bar
[f] Member, MD Bar
[g] Member, OH Bar
[h] Member, NH Bar
[i] Member, CT Bar
[j] Member, TN Bar
[k] Member, WV Bar
[l] Member, DC Bar
[m] Member, CA Bar
[n] Member, WI Bar

KIMMEL & SILVERMAN
P.C.

JACQUELINE C. HERAUTY[a,b,c,k]
ROBERT A. RAPKIN[a]
ANGELA K. TRICCOLI[a,b]
AMY L. BENNECOFF GINSBURG[a,b,d,e]
W. CHRISTOPHER COMPONOVO[a,f]
JASON L. GRESHES[a,b,c]
SHANNON R. HARKINS[a,b]
CHAD P. DOMAN[a]
RYAN FITZGERALD[a]
RACHEL M. MALL[a,b]
RACHEL R. STEVENS[a,b]
JOSEPH C. HOEFFEL[a,b]
RICHARD J. ALBANESE[a,b]

1-800-LEMON LAW
www.lemonlaw.com

CORPORATE HEADQUARTERS
30 E. Butler Pike
Ambler, PA 19002
P (215) 540-8888
F (215) 540-8817

WESTERN PA OFFICE, 100 Ross Street, Suite 330, Pittsburgh, PA 15219, P (412) 566-1001, F (412) 566-1005

NEW JERSEY OFFICE, Executive Quarters, 1930 E. Marlton Pike, Suite Q29, Cherry Hill, NJ 08003, P (856) 429-8334, F (856) 216-7344

DELAWARE OFFICE, 501 Silverside Road, Suite 118, Wilmington, DE 19809, P (302) 791-9373, F (302) 791-9476

CONNECTICUT OFFICE, 136 Main Street, Suite 301, Danielson, CT 06239, P (860) 866-4380, F (860) 263-0919

NEW YORK OFFICE, 1001 Avenue of the Americas, 12th Floor, New York, NY 10018, P (212) 719-7543, F (877) 617-2515

BUFFALO, NY OFFICE, 1207 Delaware Avenue, Suite 440, Buffalo, NY 14209, P (716) 332-6112, F (800) 863-1689

PLEASE REMIT ALL CORRESPONDENCE TO THE AMBLER OFFICE

June 14, 2017

VIA FEDEX ONLY

General Motors, LLC
LEGAL STAFF - SERVICE OF PROCESS OFFICE
400 RENAISSANCE CENTER
MAIL CODE 482-038-210
Detroit, MI 48265

Re [redacted] **v. General Motors, LLC**
Vehicle: 2017 GMC Yukon
Date of Purchase: 12/20/2016
Place of Purchase: Faulkner GMC - Trevose, PA
VIN: 1GKS2GKC1GR[redacted]

Dear Sir/Madam:

Please be advised that this office represents the above individual against General Motors, LLC pursuant to the PA Lemon Law, Uniform Commercial Code, Unfair Trade Practices Act, and Magnuson-Moss Warranty Claim. Kindly acknowledge our firm's representation and direct any and all correspondence to this office.

DO NOT HAVE ANY FURTHER CONTACT WITH OUR CLIENT WITH THE EXCEPTION OF COMMUNICATION NECESSARY TO EFFECTUATE CURRENT REPAIRS.

Thank you for your attention to this matter. If you have any questions, please do not hesitate to contact the undersigned.

[redacted]
Robert M. Silverman

RMS\ JH
cc: Rebecca Fernandez

PE18-012

GM

3-27-2019

Q3

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
SALES (845) 623-6060
grandprizeauto.net
SERVICE (845) 507-1686
N.Y.S. M.V. R/S REG. NO. 7104135

Certified Service

Certified Service

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO: [redacted]	INVOICE DATE: 06/29/17	INVOICE NO: [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 37,048	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.O. NO.	P. STOCK	R.O. DATE: 06/27/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MILEAGE OUT: MO: 37065	

JOB# 1 CHARGES

LABOR

J# 1 29PNZ TRANSMISSION TECH(S):26 0.00

CUSTOMER STATES:DELAY IN TRANS IN THE AM
ROAD TEST TRUCK.LET SIT OVER NIGHT AND ON GDS RAN
TIME LINE FOR DELAYED IN TRANS IN AM.
PERFORM RELEARN ON TRANS AND ROAD TEST.TIME FOR
ENGAGEMENT IS 1.3 SECONDS.GOOD.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J# 2 29PNZ01 TRANS PERFORMANCE TECH(S):25 0.00

CUSTOMER STATES:STRUGGLES TO DOWNSHIFT
TAC CASE # [redacted]
GM AWARE..VEHICLE DRIVING AS DESIGNED
SEE JOB # 1
SEE JOB # 1

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

TECHNICIAN CERTIFICATION

26 WARREN GANNON 2097

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

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**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

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

The Reynolds and Reynolds Company, Lake Forest CC0630803 D 8/2/21

PE18-012

GM

3-27-2019

Q3

CUSTOMER #: [redacted]

ACCOUNTING

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 6 JUDY SIMONETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		3/4	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
IS			19:00 15SEP15		40-148	CASH	15SEP15

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
15SEP15	15SEP15	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	PDI YUKON										
	NVIYU12		NEW VEHICLE INSPECTION YUKON								
			502INVIT	0.77	0.80	1000	15782			157.82	157.82
	PHONE PROGRAM MANAGEMENT FEE										
			502 IBTP	0.00	0.00	0	147			1.47	1.47
	STK CHARGE FOR STATE INSPECTION STICKER										
		TECH									
			502IBSTK	0.00	0.00	0	600			6.00	6.00
	LUBE GAS										
			IDENT			1350	1550			15.50	15.50

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-15-15	15:12	15:58	0.77	W	502	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4640	15782	1000		744	147	0	
614	600	0		4910	1550	1350	
2624	15782	*******		2315	747	*******	
131	1550	*******					

COST, SALE, & COMP TOTALS 2350 18079 0

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

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAB

ACCOUNTING COPY

CUSTOMER #: N/A

[redacted]

WORKORDER

PAGE 1

Faulkner BUICK GMC

—TO BE SURE—

4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 6 SIMONETTI, JUDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/ OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		6/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			19:00 15SEP15		40-148	CASH	

R.O. OPENED	READY	OPTIONS: STK:[redacted] DLR:03202 ENG:L83 TRN:MYC
15SEP2015 15:11		

VEHICLE SERVICE HISTORY

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

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

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

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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. *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.

Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

☐ I WISH TO RECEIVE (select one) _____ a Written Estimate or _____ an Oral Estimate.

☐ I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED $_____.

☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____ Date _____

DealerCAP 2011 CDK Global, LLC

TECHNICIAN COPY

CELL* [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 11/11/16	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		NO. 25396

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

JOB# 5 CHARGES

LABOR-

[redacted]

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT5361B ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS, BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL

PARTS-	-QTY-	FP NUMBER	-DESCRIPTION	-UNIT PRICE-	
	1	12669488	PUMP 3 280		WARRANTY
	1	23135228	PIPE 4 930		WARRANTY
	1	23135220	BOOSTER 4 805		WARRANTY
	1	20925765	CYLINDER 4 650		WARRANTY
	1	12658179	BELT 1 066		WARRANTY
	1	12658178	BELT KIT 1 066		WARRANTY
	2	19353126	FLUID 8 800		WARRANTY
				TOTAL PARTS	0 00

MISC	CODE	-DESCRIPTION-	CONTROL NO	
	LO	LOANER VEHICLE		WARRANTY
			TOTAL MISC	0 00

JOB# 5 TOTALS

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0 00

JOB# 6 CHARGES

LABOR

[redacted]

CUSTOMER STATES REAR DEFOGGER DOESN'T CLEAR WHOLE WINDOW
UNABLE TO DUPLICATE CONCERN TESTED REAR WINDOW DEFOGGER
CIRCUIT OPERATING PROPERLY AT THIS TIME
NO PROBLEM FOUND AT THIS TIME NO RELATED BULLETINS OR
PIS DEFROSTER TABS ARE SECURE

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0 00

JOB# 7 CHARGES

LABOR

[redacted]

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT5482B FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE

The Reynolds and Reynolds Company

CELL. [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	VEH REG. [redacted]	INVOICE DATE: 11/11/16	RO/INV # [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 25,392	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	STOCK NO.
	VEHICLE ID. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	DELIVERY MILES
	P T C NO.	P O NO.	R O DATE: 11/07/16	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 25396

REPROGRAMMED FRONTVIEW CAMERA WCC BC693

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $62 82 (+TAX)

COMMENTS

CC created 2016 11 02 10 52 00am taken by Alyssa Ciurciu

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	18 36
TOTAL PARTS	39 32
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	4 84
TOTAL INVOICE $	**62 52**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623 6060

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 10 48am

The Reynolds and Reynolds Company (Canada)

9P

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	2ND NO [redacted]	INVOICE DATE 11/14/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO# 25396

JOB# 1 CHARGES

LABOR

J# 1 26PNZ RECALLS HOURS: 0.30 TECH(S).158 39.91

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	15 30	16 30	1 00	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1 00	0 30	

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL MCC 53013
CLAIM # 278741

JOB# 1 TOTALS

LABOR 39 91

JOB# 1 JOURNAL PREFIX GDWS JOB# 1 TOTAL 39 91

JOB# 4 CHARGES

LABOR

J# 4 34PNZ AUDIO/NAV/VIDEO HOURS: 0.30 TECH(S).158 39.91

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 50	16 90	0 40	0 00	HOLD OTHER
158	11/09/16	16 40	16 50	0 10	0 00	FINISHED
158	11/09/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 50	0 30	

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638
CLAIM # 278741

JOB# 4 TOTALS

LABOR 39 91

JOB# 4 JOURNAL PREFIX GDWS JOB# 4 TOTAL 39 91

JOB# 5 CHARGES

LABOR

J# 5 19PNZ BRAKES HOURS: 2.80 TECH(S).158 372.51

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/09/16	16 50	16 50	0 00	0 00	HOLD PARTS
158	11/10/16	17 00	17 00	0 00	0 00	NON WORKING
158	11/11/16	9 00	9 20	0 20	0 00	HOLD OTHER
158	11/11/16	0 00	0 00	0 00	2 80	ENTERED IN INVOICING
158	11/11/16	9 30	10 20	0 90	0 00	FINISHED
		TOTAL TECH TIME		1 10	2 80	

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 11/14/16	INVOICE NO. [redacted]
	LICENSE NO.	MILEAGE 25,392	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO. 25396

JOB# 5 CHARGES

LABOR

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT5361B - ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLEED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL
SPAC # G01235456
G01235356

J.8

CLAIM # [redacted]

PARTS QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12669488	PUMP 3 2B0	121 06	121 06	234 86	234 86
1	23135228	PIPE 4 930	36 62	36 62	71 04	71 04
1	23135220	BOOSTER 4 805	79 46	79 46	154 15	154 15
1	20925765	CYLINDER 4 650	69 95	69 95	135 70	135 70
1	12658179	BELT 1 066	37 65	37 65	73 04	73 04
1	12658178	BELT KIT 1 066	37 85	37 85	73 43	73 43
2	19353126	FLUID B 800	4 87	9 74	9 45	18 90
		COST TOTAL		392 33	TOTAL PARTS	761 12

MISC --- CODE DESCRIPTION CONTROL NO

LO	LOANER VEHICLE		228 00
		TOTAL MISC	228 00

JOB# 5 TOTALS

LABOR	372 51
PARTS	761 12
MISC	228 00
JOB# 5 JOURNAL PREFIX GCMS JOB# 5 TOTAL	1361 63

JOB# 7 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 30	16 50	0 20	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 20	0 30	

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT5482B FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE
REPROGRAMMED FRONTVIEW CAMERA MCC BC693

CLAIM # [redacted]

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 11/14/16	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.& NO.	P.O. NO.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 25396

JOB# 7 TOTALS--

LABOR	39 91
JOB# 7 JOURNAL PREFIX GDMS JOB# 7 TOTAL	39 91

COMMENTS
CC created 2016 11 02 10 52 00am taken by Alyssa Ciurciu
6 DAYS IN LOANER

R/O TAX	0 00
R/O TOTALS	1481 36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GDG	MISC	TAX	TOTAL
[redacted]	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36
CLAIM TOTALS	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36

[redacted]

APPROVED BY STEWARD

PAGE 3 OF 3 ACCOUNTING COPY | END OF INVOICE | 12:33pm

The Reynolds and Reynolds Company

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-5060
grandprizeauto.net

Certified Service

N.Y.S. M.V. R/S REG. NO. 7104135

Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
					15		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/05/17	[redacted]	31821	98	210	W	23PNZ04	SEATS
				210	W	33PNZ02	WATER LEAK
				210	C	25PNZ	HEAT/A.C
				210	W	34PNZ	AUDIO/NAV/VIDEO
03/21/17		30625	98	210	C	30PNZ01	MOUNT & BAL 1 TIRE
				210	C	16PNZ04	SYNTHETIC LOF&ROTATE

SALESPERSON NO.

SERVICE

STATE REG#

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☒ YES ☐ NO

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.	R.O. NO.
1GKS2GKC1GR [redacted]	16/GMC/YUKON XL/4DR 4WD				

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					04/26/17

SOLD	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

T/MISS	MAKE	AIR COND	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	32,606	348	CHRYSTOPHER KENNEY

RESIDENCE PHONE | BUSINESS PHONE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG TOGETHER WITH THE PURCHASE OF THE NECESSARY PARTS AND OTHER MATERIAL AS SUCH REPAIR AND/OR INSTALLATION MAY REQUIRE. YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY UNAVAILABILITY OR DELAYED AIR LIABILITY OF PARTS OR [illegible] AND I UNDERSTAND 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 THEREIN, BY CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR [illegible] TO THE ABOVE VEHICLE TO SECURE THE AMOUNT OF [illegible] ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE [illegible] 30625

TIME RECEIVED	DATE/TIME PROMISED	PRIORITY
09:55am	04/26/17 06:00pm	

CELL: [redacted]

JOB

[redacted]AL

X103ZLD32E:CUSTOMER REQUESTED A RENTAL. created 2017-04-20 07:46:00a m taken by Laura VanValkenburg

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

1. W 34PNZ03 VIDEO CONCERN
CUSTOMER STATES THE RADIO GOES BLANK. HAS TO TURN THE CAR OFF THEN BACK ON TO GET RADIO BACK

2. W 19PNZ02 LOW PEDAL
CUSTOMER STATES THE BRAKE PEDAL FEELS LIKE IT GOES ALL THE WAY TO THE FLOOR

Loaner

CLAIM CHECK
PLEASE PRESENT THIS STUB TO CASHIER WHEN CALLING FOR YOUR VEHICLE
THANK YOU

[redacted]

[redacted]

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TECH COPY

[redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHRYSTOPHER KENNEY 348	INVOICE DATE 04/27/17	INVOICE NO. [redacted]
	LABOR RATE / LICENSE NO. / MILEAGE 32,606	COLOR /	STOCK NO.
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD	DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. DATE 04/26/17	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS		MO: 32615

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

LABOR----------

J#.1 3GMNZ03 VIDEO CONCERN HOURS: TECH(S):210 0.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/26/17	11.50	14.20	2.70	0.00	HOLD PARTS
210	04/27/17	14.40	14.70	0.30	0.00	FINISHED
210	04/27/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		3.00	0.00	

CUSTOMER STATES THE RADIO GOES BLANK. HAS TO TURN THE CAR
OFF THEN BACK ON TO GET RADIO BACK
VIDEO CONCERN
UN ABLE TO VERIFY OR DUPLICATE CUSTOMERS CONCERN AT THIS
TIME, RADIO IS UP TO DATE WITH SOFTWARE

CLAIM # [redacted]

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

LABOR----------

J#.2 19MNZ02 LOW PEDAL HOURS: 1.50 TECH(S):210 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/26/17	14.20	14.20	0.00	0.00	HOLD OTHER
210	04/27/17	14.40	14.40	0.00	0.00	FINISHED
210	04/27/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	1.50	

CUSTOMER STATES THE BRAKE PEDAL FEELS LIKE IT GOES ALL THE
WAY TO THE FLOOR
FOUND DURING ROAD TEST BRAKE PEDAL AND GAS PEDAL ARE
ADJUSTABLE, AND BRAKES HAVE A HEAVY PULSEATION
ADJUSTED BRAKE PEDAL AND GAS PEDAL UP AND RESURFACED FRONT
BRAKE ROTORS TEST DROVE AND VERIFIED NO FURTHER ISSUE AT
THIS TIME

CLAIM # [redacted]

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

LABOR	199.56
J0B# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	199.56

COMMENTS----------
X1032LD32E:CUSTOMER REQUESTED A RENTAL created 2017-04-20 07:46:00a
n taken by Laura VanValkenburg

R/O TAX	0.00
R/O TOTALS	199.56

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[redacted]	199.56	0.00	0.00	0.00	0.00	0.00	0.00	199.56
CLAIM TOTALS	199.56	0.00	0.00	0.00	0.00	0.00	0.00	199.56

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR CHRYSTOPHER KENNEY 348	SO# [redacted]	INVOICE DATE 04/27/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 32,606	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	STOCK NO.
	VEHICLE ID NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	DELIVERY MILES
	R.O.# NO.	P.O.# NO.	R.O. DATE 04/26/17	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 32615

[redacted]

APPROVED BY SIGNATURE

DUPLICATE INVOICE

{ END OF INVOICE } 04:27pm

ACCOUNTING COPY

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CHRYSTOPHER KENNEY 348	TAG NO. [redacted]	INVOICE DATE: 04/27/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 32,606	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE: 04/26/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 32615

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

LABOR----------

J#-1.34PNZ03 VIDEO CONCERN HOURS: TECH(S):210 40.00

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/26/17	11.50	14.20	2.70	0.00	HOLD PARTS
210	04/27/17	14.40	14.70	0.30	0.00	FINISHED
210	04/27/17	0.00	0.00	0.00		FINISHED
		TOTAL TECH TIME		3.00	0.00	

CUSTOMER STATES THE RADIO GOES BLANK. HAS TO TURN THE CAR
OFF THEN BACK ON TO GET RADIO BACK
VIDEO CONCERN
UN ABLE TO VERIFY OR DUPLICATE CUSTOMERS CONCERN AT THIS
TIME. RADIO IS UP TO DATE WITH SOFTWARE

CLAIM # [redacted]

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

LABOR----------

J#-2.19PNZ02 LOW PEDAL HOURS: 1.50 TECH(S):210 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/26/17	14.20	14.20	0.00	0.00	HOLD OTHER
210	04/27/17	14.40	14.40	0.00	0.00	FINISHED
210	04/27/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.00	1.50	

CUSTOMER STATES THE BRAKE PEDAL FEELS LIKE IT GOES ALL THE
WAY TO THE FLOOR
FOUND DURING ROAD TEST BRAKE PEDAL AND GAS PEDAL ARE
ADJUSTABLE, AND BRAKES HAVE A HEAVY PULSEATION
ADJUSTED BRAKE PEDAL AND GAS PEDAL UP AND RESURFACED FRONT
BRAKE ROTORS TEST DROVE AND VERIFIED NO FURTHER ISSUE AT
THIS TIME

CLAIM # [redacted]

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

LABOR	199.56
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	199.56

COMMENTS----------

X103ZLD32E;CUSTOMER REQUESTED A RENTAL created 2017-04-20 07:46:00a
m taken by Laura VanValkenburg

R/O TAX	0.00
R/O TOTALS	199.56

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

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	199.56	0.00	0.00	0.00	0.00	0.00	0.00	199.56
CLAIM TOTALS	199.56	0.00	0.00	0.00	0.00	0.00	0.00	199.56

The Reynolds and Reynolds Company (Form)

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	CHRYSTOPHER KENNEY 348	[redacted]	04/27/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 32,606 / COLOR: / STOCK NO.			
	YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D.NO.: 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E.NO. / R.O.NO.		R.O. DATE: 04/26/17	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO: 32615

APPROVED BY SIGNATURE

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

The Reynolds and Reynolds Company ©Form Only

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CHRYSTOPHER KENNEY 348	TAG NO. [redacted]	INVOICE DATE: 04/27/17	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO.	MILEAGE: 32,606	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.Y.E. NO.	P.O. NO.		P.O. DATE: 04/26/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 32615

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

LABOR----------

J#.1.34ENZ03 VIDEO CONCERN TECH(S):210 WARRANTY

CUSTOMER STATES THE RADIO GOES BLANK. HAS TO TURN THE CAR
OFF THEN BACK ON TO GET RADIO BACK
VIDEO CONCERN
UN ABLE TO VERIFY OR DUPLICATE CUSTOMERS CONCERN AT THIS
TIME. RADIO IS UP TO DATE WITH SOFTWARE

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

LABOR----------

J#.2.19PNZ02 LOW PEDAL TECH(S):210 WARRANTY

CUSTOMER STATES THE BRAKE PEDAL FEELS LIKE IT GOES ALL THE
WAY TO THE FLOOR
FOUND DURING ROAD TEST BRAKE PEDAL AND GAS PEDAL ARE
ADJUSTABLE, AND BRAKES HAVE A HEAVY PULSEATION
ADJUSTED BRAKE PEDAL AND GAS PEDAL UP AND RESURFACED FRONT
BRAKE ROTORS TEST DROVE AND VERIFIED NO FURTHER ISSUE AT
THIS TIME

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

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------

X103ZLD32E:CUSTOMER REQUESTED A RENTAL created 2017-04-20 07:46:00a
m taken by Laura VanWalkenburg

TOTALS----------

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

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

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

[redacted]

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 02:59pm

The Reynolds and Reynolds Company ERA/NTH/2

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: CHRYSTOPHER KENNEY 348	SRO NO. [redacted]	INVOICE DATE: 04/27/17	INVOICE NO. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 32,606	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.E.S. NO.	P.O. NO.	R.O. DATE: 04/26/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

NO: 32615

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

LABOR----------

J#_1_34ENZ03 VIDEO_CONCERN TECH(S):210 WARRANTY

CUSTOMER STATES THE RADIO GOES BLANK. HAS TO TURN THE CAR OFF THEN BACK ON TO GET RADIO BACK
VIDEO CONCERN
UN ABLE TO VERIFY OR DUPLICATE CUSTOMERS CONCERN AT THIS TIME. RADIO IS UP TO DATE WITH SOFTWARE

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

LABOR----------

J#_2_19PNZ02 LOW_PEDAL TECH(S):210 WARRANTY

CUSTOMER STATES THE BRAKE PEDAL FEELS LIKE IT GOES ALL THE WAY TO THE FLOOR
FOUND DURING ROAD TEST BRAKE PEDAL AND GAS PEDAL ARE ADJUSTABLE, AND BRAKES HAVE A HEAVY PULSEATION
ADJUSTED BRAKE PEDAL AND GAS PEDAL UP AND RESURFACED FRONT BRAKE ROTORS TEST DROVE AND VERIFIED NO FURTHER ISSUE AT THIS TIME

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

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------

XI03ZLD32E:CUSTOMER REQUESTED A RENTAL created 2017-04-20 07:46:00a
n taken by Laura VanValkenburg

TOTALS----------

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

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**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

PAGE 1 OF 1 SERVICE FILE COPY [END OF INVOICE] 02:59pm

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CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	03/22/17
[redacted]	LABOR RATE / LICENSE NO. / MILEAGE: 30,625		COLOR: / STOCK NO.
	YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE / DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO. / PRODUCTION DATE
	F T E NO. / P.O.		R.O. DATE: 03/21/17
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS		MO: 30625

JOB# 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
			COST TOTAL	2 38		
				TOTAL - PARTS		4 62

JOB# 4 TOTALS

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44

APPROVED BY SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 04 54pm

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO [redacted]

ADVISOR: LAURA VAN VALKENBU 98
RO NO [redacted]
INVOICE DATE: 03/22/17
LABOR RATE | LICENSE NO | MILEAGE: 30,625
COLOR: /
STOCK NO
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD
DELIVERY DATE | DELIVERY MILES
VEHICLE I.D. NO: 1 G K S 2 G K C 1 G R [redacted]
SELLING DEALER NO | PRODUCTION DATE
F T E NO | P O NO
R O DATE: 03/21/17 | REPRINT# 1
PREFERENCE PHONE | BUSINESS PHONE | COMMENTS
MD 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
				TOTAL - PARTS	174 63

MISC - CODE	DESCRIPTION	CONTROL NO	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 835	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
				TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Dealership)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DMS NO. [redacted]	INVOICE DATE 03/22/17	PO [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO.
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P T L NO.	P.O. NO		R O DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO- 30625

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
		** QUANTITY 1 IS SPECIAL ORDERED **		

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES -

LABOR-

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS -

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623 6060

CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 12 26pm

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG [redacted]	INVOICE DATE 03/22/17	RO [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P T E NO.	P O NO	P O DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO. 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER--	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS		174 63

MISC - CODE -	DESCRIPTION	---CONTROL NO -	
1T	NY TIRE TAX		2 50
		TOTAL - MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS - QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63M	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS-

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SNORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION---	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER					

The Reynolds and Reynolds Company ©Reynolds

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DEC. M [redacted]	INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO· 30625

PARTS -- QTY FP NUMBER ---- DESCRIPTION - -UNIT PRICE
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS -- QTY - FP NUMBER-- DESCRIPTION ---- - UNIT PRICE WARRANTY
1 13503360 BULB 2 697 0 00

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03-21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G D G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 26pm

The Reynolds and Reynolds Company

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE: 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 28,000	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	DELIVERY MILES
	PT. E. NO.	P.O. NO.	R.O. DATE: 03/21/17	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 28000

PARTS- - QTY FP NUMBER - --DESCRIPTION -- - UNIT PRICE

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		
				TOTAL - PARTS	0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS

created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS-

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

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GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98		INVOICE DATE: 03/22/17	
	LABOR RATE	LICENSE NO.	MILEAGE: 28,000	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]			DELIVERY MILES
	F T E NO.	P O	R O DATE: 03/21/17	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 28000

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS -- QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS	174 63

MISC - -- CODE--	DESCRIPTION	CONTROL NO	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS -- QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS- QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
0	Z3467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Canada)

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]		INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 28,000	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E.R.O.	P.O. NO.		R.O. DATE 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 28000

PARTS -QTY FP NUMBER ---DESCRIPTION- - UNIT PRICE
** QUANTITY 1 IS SPECIAL ORDERED **
TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS -QTY FP NUMBER --- DESCRIPTION- - UNIT PRICE WARRANTY
1 13503360 BULB 2 697
TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)
COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

CUSTOMER SIGNATURE

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282.74**

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 22pm

The Reynolds and Reynolds Company DMRTBNVC

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DID [redacted]	INVOICE DATE 03/22/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 28,000	COLOR /	STOCK NO
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	FT.C.NO.	P.O.NO.	R.O. DATE 03/21/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO 28000

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS		174 63

MISC	CODE	DESCRIPTION	CONTROL NO	
	1T	NY TIRE TAX		2 50
		TOTAL MISC		2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 03/22/17	RO NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COUGH /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	FT.E.NO.	P.O. NO.		R.O. DATE 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 30625

JOB# 4 CHARGES

LABOR ----

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS --- QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
		COST TOTAL	2 38			
				TOTAL - PARTS		4 62

JOB# 4 TOTALS - ----

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS--
created 2017-03-21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS ---

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44

[redacted]

APPROVED BY/SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 04 54pm

The Reynolds and Reynolds Company ©1xx-2xxx

GRAND PRIZE BUICK • GMC
32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

CHEVROLET BUICK GMC TRUCKS

Certified Service

NYS MV REG NO 7104135

Certified Service

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

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☐ YES ☐ NO

VEHICLE ID NO	CAR LINE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO	R.O. NO
1GKS2GKC1GR [redacted]	16/GMC/YUKON XL/4DR 4WD				

CUSTOMER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO	R.O. DATE
[redacted]					11/07/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MAKE	AIR COND	P S	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

RESIDENCE PHONE | BUSINESS PHONE

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 [redacted] IN CONNECTION WITH SUCH REPAIR, AND YOU SHALL NOT BE RESPONSIBLE FOR [redacted] IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR [redacted] ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF [redacted] VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE [redacted]

DATE PROMISED	DATE/TIME PROMISED	PRIORITY
09 08am	11/07/16 06 00pm	5

CELL [redacted]

X [redacted]

JOB [redacted] TOTAL 0 00 190

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 W 26PNZ RECALLS
CUSTOMER REQUESTS RECALL 16007

2 C 16PNZ04 DEXOS LOE & ROTATE
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION
$39 95(UP TO 5 QUARTS)

3 C 50PNZ BODY SHOP
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34RNZ AUDIO/NAV/VIDEO
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

The Reynolds and Reynolds Company (Form) CC6300869.0 (07/13)

[CONTINUED ON NEXT PAGE]

[redacted]

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

Certified Service

NYS M V R/S REG NO 7104135

Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MQ/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# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ○ YES ○ NO

VIN: 1GKS2GKC1GR [redacted]

YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE	STOCK NO.	LICENSE NO.
		[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.
[redacted]				11/07/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	RO NO.
				[redacted]

TORQ	MISC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME SCHEDULED: 09:00am | DATE TIME PROMISED: 11/07/16 06:00pm | PRIORITY: 5

APPOINTMENT ☑ YES ☐ NO

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 FOG, 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 _____

JOB

5 W 19PNZ BRAKES

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES TODAY BRAKES WORKING yesterday

G01235356

6 W 22PNZ EXTERIOR

CUSTOMER STATES REAR DEFOGGER DOESN'T CLEAR WHOLE WINDOW

7 W 22PNZ08 MISC

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA SM .3

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY

DATE

TIME

[redacted]

PAGE 2 OF 2 — TECH COPY

The Reynolds and Reynolds Company, Dayton, Ohio, CC0120053 © 2012

GRAND PRIZE CHEVROLET • BUICK • GMC • CADILLAC
32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto net
N.Y.S. M.V. R/S REG NO. 710 4135

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

VEHICLE I.D. NO: 1GKS2GKC1GF[redacted] YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO | LICENSE NO

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO

11/07/16

COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES

TURBO	MAKE	AIR COND	P.S.	TRANS.	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBURG

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED: 09:08am | DATE/TIME PROMISED: 11/07/16 06:00pm | PRIORITY: 5

APPOINTMENT ☒ YES ☐ NO

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN 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 _____

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL ~~0.00~~ 190

X _____

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 W 28PNZ RECALLS
CUSTOMER REQUESTS RECALL 16007

2 C 19PNZ DEXOS LOF & ROTATE
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION
$39 95(UP TO 5 QUARTS)

3 C 5PNZ BODY SHOP
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34PNZ AM/FM/NAV/VIDEO
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

D P SALES LIN Y 800-877-4 1553

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

[redacted]

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 11/11/16	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR / STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O.	P.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 25396

JOB# 1 CHARGES-

LABOR-

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE, OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS -QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company [redacted]

CELL [redacted]

CUSTOMER NO	[redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE 11/11/16	[redacted]
[redacted]		LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /	STOCK NO.
		YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
		VEHICLE I.D. NO 1 G K S 2 G K C 1 G R [redacted]			EZLUBE DEALER NO.	PRODUCTION DATE
		F.T.E. NO.	P.O. NO.		R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS				MO 25396

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

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

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

LABOR - ----- -- -- ---- - - --- ---

[redacted] WARRANTY

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT5361B - ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL

PARTS - QTY	-FP NUMBER--	----	DESCRIPTION-	- --	UNIT PRICE	
1	12669488		PUMP 3 280			WARRANTY
1	23135228		PIPE 4 930			WARRANTY
1	23135220		BOOSTER 4 805			WARRANTY
1	20925765		CYLINDER 4 660			WARRANTY
1	12658179		BELT 1 066			WARRANTY
1	12658178		BELT KIT 1 066			WARRANTY
2	19353126		FLUID B 800			WARRANTY
				TOTAL	PARTS	0 00

MISC - CODE	DESCRIPTION	-----	CONTROL NO	
LO	LOANER VEHICLE			WARRANTY
			TOTAL MISC	0 00

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

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0 00

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

LABOR .. ----- ---- -- - --- - ----- --- -

[redacted] 1.00

CUSTOMER STATES REAR DEFOGGER DOESN T CLEAR WHOLE WINDOW
UNABLE TO DUPLICATE CONCERN TESTED REAR WINDOW DEFOGGER
CIRCUIT - OPERATING PROPERLY AT THIS TIME
NO PROBLEM FOUND AT THIS TIME NO RELATED BULLETINS OR
PIS DEFROSTER TABS ARE SECURE

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

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0 00

JOB# 7 CHARGES --- ---- --- - -- - -- --

LABOR - - ---- - - ------- --- - ---

[redacted] WARRANTY

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT5482B FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE

The Reynolds and Reynolds Company ERA6IDMS

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE 11/11/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO# 25396

REPROGRAMMED FRONTVIEW CAMERA WCC BC693

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING ORIGINAL ESTIMATE OF $62 82 (+TAX)

COMMENTS

CC created 2016 11-02 10 52 00am taken by Alyssa Ciurciu

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!

TOTAL LABOR	18 36
TOTAL PARTS	39 32
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	4 84
TOTAL INVOICE $	**62 52**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED1*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

ACCOUNTING COPY

[END OF INVOICE] 10 48am

The Reynolds and Reynolds Company (Dealer)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG #: [redacted]	INVOICE DATE: 11/14/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 25,392
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.
	P.T.S. NO.	P.O. NO.	R.O. DATE: 11/07/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 25396

JOB# 1 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	15 30	16 30	1 00	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1 00	0 30	

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL WCC S3013

CLAIM # [redacted]

JOB# 1 TOTALS

LABOR	39 91
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	39 91

JOB# 4 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 50	16 90	0 40	0 00	HOLD OTHER
158	11/09/16	16 40	16 50	0 10	0 00	FINISHED
158	11/09/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 50	0 30	

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE WCC 8F703 8F638

CLAIM # [redacted]

JOB# 4 TOTALS

LABOR	39 91
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	39 91

JOB# 5 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/09/16	16 50	16 50	0 00	0 00	HOLD PARTS
158	11/10/16	17 00	17 00	0 00	0 00	NON WORKING
158	11/11/16	9 00	9 20	0 20	0 00	HOLD OTHER
158	11/11/16	0 00	0 00	0 00	2 80	ENTERED IN INVOICING
158	11/11/16	9 30	10 20	0 90	0 00	FINISHED
		TOTAL TECH TIME		1 10	2 80	

The Reynolds and Reynolds Company (Dayton, OH)

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DATE [redacted]	INVOICE DATE 11/14/16	
	LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO	P.O.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MD: 25396

JOB# 5 CHARGES

LABOR

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT53618 ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL
SPAC # G01235456
G01235356
CLAIM # [redacted]

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12669488	PUMP 3 280	121 06	121 06	234 86	234 86
	1	23135228	PIPE 4 930	36 62	36 62	71 04	71 04
	1	23135220	BOOSTER 4 805	79 46	79 46	154 15	154 15
	1	20925765	CYLINDER 4 650	69 95	69 95	135 70	135 70
	1	12658179	BELT 1 066	37 65	37 65	73 04	73 04
	1	12658178	BELT KIT 1 066	37 85	37 85	73 43	73 43
	2	19353126	FLUID B 800	4 87	9 74	9 45	18 90
				COST TOTAL	392 33		
					TOTAL	PARTS	761 12

MISC	CODE	DESCRIPTION	CONTROL NO		
	LO	LOANER VEHICLE			228 00
			TOTAL	MISC	228 00

JOB# 5 TOTALS

LABOR	372 51
PARTS	761 12
MISC	228 00

JOB# 5 JOURNAL PREFIX GCMS JOB# 5 TOTAL 1361 63

JOB# 7 CHARGES

LABOR

J# 7 22PM/08	MISC	HOURS 0.30 TECH(S) 158					39.03
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION	
158	11/07/16	16 30	16 50	0 20	0 00	FINISHED	
158	11/07/16	0 00	0 00	0 00	0 00	FINISHED	
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING	
		TOTAL TECH TIME		0 20	0 30		

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT54828 FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE
REPROGRAMMED FRONTVIEW CAMERA WCC 8C693
CLAIM # [redacted]

[CONTINUED ON NEXT PAGE]

The Reynolds and Reynolds Company [FACSIMILE]

CELL: [redacted]

CUSTOMER NO	ADVISOR	DATE	INVOICE DATE	
[redacted]	LAURA VAN VALKENBU 98	[redacted]	11/14/16	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 25,392		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.V.I.R.O. / P.O. NO.		R.O. DATE: 11/07/16	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MD- 25396

JOB# 7 TOTALS

LABOR	39 91
JOB# 7 JOURNAL PREFIX GCMS JOB# 7 TOTAL	39 91

COMMENTS ...
OC created 2016 11 02 10 52 00am taken by Alyssa Ciurciu
6 DAYS IN LOANER

R/O TAX	0 00
R/O TOTALS	1481 36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GDG	MISC	TAX	TOTAL
[redacted]	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36
CLAIM TOTALS	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36

[redacted]

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO.	ADVISOR	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	11/11/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		25,392	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K S 2 G K C 1 G R [redacted]		

P.T.E. NO.	P.O. NO.	R.O. DRIVE
		11/07/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO 25396

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDH AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER	--DESCRIPTION	--UNIT PRICE	
	1	PKPF63M	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN - CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company (DANCOM)

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

N.Y.S. M.V. R/S REG. NO. 7104135

CHEVROLET BUICK GMC TRUCKS — Certified Service

CHEVROLET BUICK GMC TRUCKS — Certified Service

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
03/21/17	[redacted]	30625	98	210	C	30PNZ01	MOUNT & BAL 1 TIRE
				210	C	16PNZ04	SYNTHETIC LOF&ROTATE
				210	C	23PN211	POWER SEATS
11/07/16		25392	98	210	C	22PNZ06	LIGHTS/BULBS
				158	W	26PNZ	RECALLS
				158	C	16PNZ04	SYNTHETIC LOF&ROTATE

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☒ Yes ☐ No

VEHICLE I.D. NO. 1GKS2GKC1GR[redacted] | YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD | PRODUCTION DATE | STOCK NO. | LICENSE NO. | R. O. NO.

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. CLOSED 04/05/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | INV. NO. [redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	31,821	98	LAURA VAN VALKENBUR

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 09:52am | DATE/TIME PROMISED 04/05/17 06:00pm

CELL: [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK THEREIN SET FORTH TO BE DONE BY YOU TOGETHER WITH THE FURNISHING BY YOU OF THE MATERIALS AND LABOR NECESSARY THEREFOR AND ADDITIONAL WORK AND MATERIALS AS MAY BE NECESSARY TO COMPLETE THE REPAIRS. [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL

X _____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

COMMENTS :
CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

1. W: 23PNZ04 SEATS
CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
SOP IN

2. W: 38PNZ02 WATER LEAK
CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA AND CENTER CONSOLE IN HEADLINER
Spot 60157645

3. W: 25PNZ HEAT/A.C.
CUSTOMER STATES:A/C BLOWS HOT AIR. ESP IN 2ND ROW AND BACK

4W radio switch channel + change to warmest 4/14/17 - 2:45PM

Added Operation Line: 4/
Who Identified Concern: 120
Date: 4/4/17 Time: 2:45pm
Inspected/Verified By: 98
Date/Time Customer Notified: 4/4/17 2:50pm
Detail Description By Management:
After D-Day Inspection

PAGE 1 OF 1

ck update 3:42pm 4/6 - will be backordered

TECH COPY

[redacted]

This Repair Order is not a Payment Receipt. CC6790689 Q (0315)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35350

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

LABOR	106.43
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	232.43

COMMENTS----------
X10V2BKCSK:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION----------
26 WARREN GANNON 2097

R/O TAX	0.00
R/O TOTALS	340.75

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

CLAIM.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX.....	TOTAL....
[redacted]	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75
CLAIM TOTALS	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75

APPROVED BY SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 02:06pm

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 06/09/17	INVOICE NO. [redacted]	
	LABOR RATE	LICENSE NO	MILEAGE 35,333	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.L.E. NO.	P.O. NO.	R.O. DATE 06/05/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

NO: 35350

JOB# 1 CHARGES

LABOR

J#:1 84PNZ03 VIDEO CONCERN TECH(S):257 304 WARRANTY

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	84012997	CONTROL 9,680		
		TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#:2 29PNZ01 TRANS PERFORMANCE TECH(S):26 WARRANTY

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH,
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

MISC CODE	DESCRIPTION	CONTROL NO	WARRANTY
LO	LOANER VEHICLE		
		TOTAL - MISC	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS
X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION
26 WARREN GANNON 2097

The Reynolds and Reynolds Company (DEALERVU)

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R. O. DATE: 06/05/17	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 35350

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 10:31am

The Reynolds and Reynolds Company ENHANCIVE

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	RO [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	P.O. NO.		R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 35350

JOB# 1 CHARGES

LABOR

J#_1_34PNZ03 VIDEO:CONCERN TECH(S):257,304 WARRANTY

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	84012997	CONTROL 9.680		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#_2_29PNZ01 TRANS:PERFORMANCE TECH(S):26, WARRANTY

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH,
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC 50313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
			TOTAL - MISC	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS

X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION

26 WARREN GANNON 2097

The Reynolds and Reynolds Company FRANTHENT

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

CHEVROLET BUICK GMC TRUCKS

Certified Service

NYS MV R/S REG NO 7104135

CHEVROLET BUICK GMC TRUCKS Cadillac
Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MO/MI	TOTAL
					14		

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
11/07/16	[redacted]	25392	98	158	W	26PNZ	RECALLS
				158	C	16PNZ04	SYNTHETIC LOF&ROTATE
				158	C	50PNZ	BODY SHOP
				158	W	34PNZ	AUDIO/NAV/VIDEO
				158	W	19PNZ	BRAKES
				158	C	22PNZ	EXTERIOR

SALESPERSON NO SERVICE STATE REG [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

1GKS2GKC1GF[redacted] YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO | LICENSE NO

CUSTOMER | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILE | SELLING DEALER NO | R O DATE 03/21/17

COLOR | CONTRACT NO [redacted] | EXPIRATION DATE | EXPIRATION MILES | T [redacted]

TAX ID N | MDSE PNZZ | AIR COND Y | P S Y | TRANS A | MILEAGE 28,000 | ADVISOR NO 98 | ADVISOR LAURA VAN VALKENBU

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

11 06am | 03/22/17 | 06 00pm | PRIORITY 99

APPOINTMENT ☐ Yes ☐ No

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 CONTR[redacted] HEREBY ACKNOWLEDGED ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF RE[redacted]ATE THIS ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PU[redacted]OSE

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 271 90

X _____

COMMENTS
created 2017-03-21 10 28 00am taken by Danielle Lowe

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 C 30PNZ01 MOUNT&BALANCE TIRE
CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
4R

2 C 16PNZ04 SYNTHETIC LOF&ROTATE
CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND TIRE ROTATION $49 95 (UP TO 6 QUARTS)

3 W 23PNZ11 POWER SEATS
CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING

4 W 22PNZ06 LIGHTS/BULBS
CUSTOMER STATES R/S REVERSE LIGHT OUT

LIGHT BULB $

PAGE 1 OF 1 TECH COPY

[redacted]

Dealer Reproduction and Reproduction Company cooperative CC#200669 D (03/13)

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	03/22/17

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		30,625	/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K S 2 G K C 1 G R [redacted]		

F.T.E. NO.	P.O.	R.O. DATE
		03/21/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 30625

JOB# 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
		COST TOTAL		2 38		
				TOTAL - PARTS		4 62

JOB# 4 TOTALS

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44

APPROVED BY SIGNATURE

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO [redacted]

[redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG NO [redacted] | INVOICE DATE: 03/22/17

LABOR RATE | LICENSE NO | MILEAGE: 30,625 | COLOR | STOCK NO

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO: 1 G K S 2 G K C 1 G R [redacted] | SELLING DEALER NO | PRODUCTION DATE

F T E NO | P O NO | R O DATE: 03/21/17 | REPRINT# 1

REFERENCE PHONE | BUSINESS PHONE | COMMENTS

MO 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
				TOTAL - PARTS	174 63

MISC - CODE	DESCRIPTION	CONTROL NO	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 835	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
				TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Dealership)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DO NO. [redacted]		INVOICE DATE 03/22/17	PO [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO.
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P T L NO.	P.O. NO		R O DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO# 30625

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
		** QUANTITY 1 IS SPECIAL ORDERED **		

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES -

LABOR-

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS -

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623 6060

CUSTOMER SIGNATURE

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG [redacted]	INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P T E NO.	P O NO		R O DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO. 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER--	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE 5 880	174 63	174 63
			TOTAL PARTS		174 63

MISC - CODE -	DESCRIPTION	--CONTROL NO -	
1T	NY TIRE TAX		2 50
		TOTAL - MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS - QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63M	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS-

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SNORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION---	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER					

The Reynolds and Reynolds Company ©Reynolds

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DEC NO. [redacted]		INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO· 30625

PARTS -- QTY FP NUMBER ---- DESCRIPTION - -UNIT PRICE
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS -- QTY - FP NUMBER-- DESCRIPTION ---- - UNIT PRICE

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	13503360	BULB 2 697		

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03-21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G D G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 26pm

The Reynolds and Reynolds Company (OH00700)

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 03/22/17	INVOICE NO [redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 28,000	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 28000

PARTS- - QTY FP NUMBER - --DESCRIPTION -- - UNIT PRICE

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		
				TOTAL - PARTS	0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS

created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS-

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

[redacted]

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	[redacted]		INVOICE DATE: 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 28,000	COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P T E NO.	P O		R O DATE: 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 28000

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS -- QTY	FP NUMBER	--DESCRIPTION-	UNIT PRICE	
1	22809730	TIRE 5 880	174 63	174 63
			TOTAL PARTS	174 63

MISC - -- CODE--	DESCRIPTION - --	CONTROL NO ---	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 201 13

JOB# 2 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS -- QTY	FP-NUMBER ---	-DESCRIPTION --	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 59 95

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS- QTY	FP NUMBER ---	DESCRIPTION -	UNIT PRICE	
0	23467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Canton)

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LAURA VAN VALKENBU 98	[redacted]	03/22/17	[redacted]

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,000	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKS2GKC1GR[redacted]		

P.T.E.R.O.	P.O. NO.	R.O. DATE
		03/21/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO 28000

PARTS -QTY FP NUMBER ---DESCRIPTION- - UNIT PRICE

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS	-QTY	FP NUMBER	---	DESCRIPTION-	-	-UNIT PRICE	WARRANTY
	1	13503360		BULB 2 697			

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS

created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282.74**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 22pm

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DID [redacted]	INVOICE DATE 03/22/17		
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 28,000	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	FT.C.NO.	P.O.NO	R.O. DATE 03/21/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 28000	

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS		174 63

MISC	CODE	DESCRIPTION	CONTROL NO	
	1T	NY TIRE TAX		2 50
		TOTAL MISC		2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 03/22/17	
[redacted]	LABOR RATE:	LICENSE NO.	MILEAGE: 30,625	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE:	DELIVERY MILES:
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.:	PRODUCTION DATE:
	P.T.E.NO.	P.O. NO.	R.O. DATE: 03/21/17	
RESIDENCE PHONE:	BUSINESS PHONE:	COMMENTS:		MO: 30625

JOB# 4 CHARGES

LABOR ----

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS --- QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
		COST TOTAL	2 38			
				TOTAL - PARTS		4 62

JOB# 4 TOTALS - ----

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS--
created 2017-03-21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS ---

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44

[redacted]

APPROVED BY/SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 04 54pm

The Reynolds and Reynolds Company ©[redacted]

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

NYS MV REG NO 7104135

Certified Service

Certified Service

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

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

VEHICLE [redacted] 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE	STOCK NO.	LICENSE NO	S.O. NO.
			[redacted]

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 11/07/16

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | INV. NO. [redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

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 [redacted] IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL IN CONNECTION WITH SUCH REPAIR, EVEN IF YOU SHALL NOT BE RESPONSIBLE FOR SUCH LOSS. I GRANT A LIEN ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF MY BILL FOR SUCH REPAIR. I AUTHORIZE YOU OR YOUR EMPLOYEES TO OPERATE THE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF INSPECTION OR DELIVERY OF THE VEHICLE.

TIME PROMISED 09 08am | DATE/TIME PROMISED 11/07/16 06 00pm | PRIORITY 5

APPOINTMENT ☒ YES ☐ NO

CELL [redacted]

X [redacted]

JOB [redacted] TOTAL 0 00 190

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 W 26PNZ RECALLS
CUSTOMER REQUESTS RECALL 16007

2 C 16PNZ04 DEXOS LOE & ROTATE
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION
$39 95(UP TO 5 QUARTS)

3 C 50PNZ BODY SHOP
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34RNZ AUDIO/NAV/VIDEO
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

The Reynolds and Reynolds Company (Form) CC6300469.0 (0211)

[CONTINUED ON NEXT PAGE]

[redacted]

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

Certified Service

NYS M V R/S REG NO 7104135

Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	MQ/MI	TOTAL	OPERATION	OPERATION DESCRIPTION	MQ/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# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ○ YES ○ NO

VEHICLE VIN: 1GKS2GKC1GR [redacted]

YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. 11/07/16

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | MQ/MI [redacted]

TORQ/O	MUSIC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME PROMISED: 09:00am | DATE/TIME PROMISED: 11/07/16 06:00pm | PRIORITY: 5

APPOINTMENT ☑ YES ☐ NO

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 FOG, 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 _____

JOB

5 W 19PNZ BRAKES

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES TODAY BRAKES WORKING yesterday

G01235356

6 W 22PNZ EXTERIOR

CUSTOMER STATES REAR DEFOGGER DOESN'T CLEAR WHOLE WINDOW

7 W 22PNZ08 MISC

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA SM .3

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY

DATE

TIME

PAGE 2 OF 2 TECH COPY

[redacted]

The Reynolds and Reynolds Company, Dayton, Ohio, CC0120053 © 2012

GRAND PRIZE CHEVROLET • BUICK • GMC • CADILLAC
32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto net
N.Y.S. M.V. R/S REG NO. 710 4135

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

VEHICLE I.D. NO: 1GKS2GKC1GF[redacted] YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO | LICENSE NO [redacted]

CASHIER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO

11/07/16

COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES

TURBO	MAKE	AIR COND	P.S.	TRANS.	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBURG

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED: 09:08am | DATE/TIME PROMISED: 11/07/16 06:00pm | PRIORITY: 5

APPOINTMENT ☒ YES ☐ NO

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN 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 _____

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL ~~0.00~~ 190

X _____

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 W 28PNZ RECALLS
CUSTOMER REQUESTS RECALL 16007

2 C 19PNZ DEXOS LOF & ROTATE
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION
$39 95(UP TO 5 QUARTS)

3 C 5PNZ BODY SHOP
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34PNZ AUDIO/A/V/VIDEO
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

D P SALES LIN Y 800-877-4 1553

CUSTOMER COPY

[CONTINUED ON NEXT PAGE]

[redacted]

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 11/11/16
	LABOR RATE	LICENSE NO.	MILEAGE 25,392
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		COLOR /
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		DELIVERY DATE
	P.T.E. NO.	P.O.	SELLING DEALER NO.
			P.O. DATE 11/07/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	DELIVERY MILES
			PRODUCTION DATE
			MO 25396

JOB# 1 CHARGES-

LABOR-

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE, OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS -QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company [redacted]

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	
[redacted]	LAURA VAN VALKENBU 98	[redacted]	11/11/16	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE		COLOR	STOCK NO
	25,392		/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	16/GMC/YUKON XL/4DR 4WD			
	VEHICLE ID NO		SELLING DEALER NO	PRODUCTION DATE
	1 G K S 2 G K C 1 G R [redacted]			
	F T E NO / P O NO		R O DATE	
			11/07/16	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			
				MO 25396

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

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

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

LABOR - ----- -- -- ---- - - --- ---

[redacted] WARRANTY

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT5361B - ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL

PARTS - QTY	-FP NUMBER--	----	DESCRIPTION-	- --	UNIT PRICE	
1	12669488		PUMP 3 280			WARRANTY
1	23135228		PIPE 4 930			WARRANTY
1	23135220		BOOSTER 4 805			WARRANTY
1	20925765		CYLINDER 4 660			WARRANTY
1	12658179		BELT 1 066			WARRANTY
1	12658178		BELT KIT 1 066			WARRANTY
2	19353126		FLUID B 800			WARRANTY
				TOTAL	PARTS	0 00

MISC - CODE	DESCRIPTION	-----	CONTROL NO	
LO	LOANER VEHICLE			WARRANTY
			TOTAL	MISC 0 00

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

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0 00

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

LABOR .. ----- ---- -- - --- - ----- --- -

[redacted] 3 30

CUSTOMER STATES REAR DEFOGGER DOESN T CLEAR WHOLE WINDOW
UNABLE TO DUPLICATE CONCERN TESTED REAR WINDOW DEFOGGER
CIRCUIT - OPERATING PROPERLY AT THIS TIME
NO PROBLEM FOUND AT THIS TIME NO RELATED BULLETINS OR
PIS DEFROSTER TABS ARE SECURE

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

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0 00

JOB# 7 CHARGES --- ---- --- - -- - -- --

LABOR - - ---- - - ------- --- - ---

[redacted] WARRANTY

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT5482B FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE

The Reynolds and Reynolds Company ERA6IDMS

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE 11/11/16	INVOICE # [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.V.E. NO.	P.O. NO.	R.O. DATE 11/07/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO* 25396

REPROGRAMMED FRONTVIEW CAMERA WCC BC693

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $62 82 (+TAX)

COMMENTS
CC created 2016 11-02 10 52 00am taken by Alyssa Ciurciu

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

TOTAL LABOR	18 36
TOTAL PARTS	39 32
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	4 84
TOTAL INVOICE $	**62 52**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED1*****

[redacted]

ACCOUNTING COPY

[END OF INVOICE] 10 48am

The Reynolds and Reynolds Company [redacted]

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 11/14/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 25396

JOB# 1 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	15 30	16 30	1 00	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1 00	0 30	

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL WCC S3013

CLAIM # [redacted]

JOB# 1 TOTALS

LABOR	39 91
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	39 91

JOB# 4 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 50	16 90	0 40	0 00	HOLD OTHER
158	11/09/16	16 40	16 50	0 10	0 00	FINISHED
158	11/09/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 50	0 30	

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE WCC 8F703 8F638

CLAIM # [redacted]

JOB# 4 TOTALS

LABOR	39 91
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	39 91

JOB# 5 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/09/16	16 50	16 50	0 00	0 00	HOLD PARTS
158	11/10/16	17 00	17 00	0 00	0 00	NON WORKING
158	11/11/16	9 00	9 20	0 20	0 00	HOLD OTHER
158	11/11/16	0 00	0 00	0 00	2 80	ENTERED IN INVOICING
158	11/11/16	9 30	10 20	0 90	0 00	FINISHED
		TOTAL TECH TIME		1 10	2 80	

The Reynolds and Reynolds Company (DEARTRON)

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DATE [redacted]	INVOICE DATE 11/14/16
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		COLOR /
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		DELIVERY DATE
	P.T.C. NO	P.O.	BILLING DEALER NO.
			R.O. DATE 11/07/16
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	PRODUCTION DATE

MD: 25396

JOB# 5 CHARGES

LABOR

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT53618 ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL
SPAC # G01235456
G01235356

CLAIM # [redacted]

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	12669488	PUMP 3 280	121 06	121 06	234 86	234 86
	1	23135228	PIPE 4 930	36 62	36 62	71 04	71 04
	1	23135220	BOOSTER 4 805	79 46	79 46	154 15	154 15
	1	20925765	CYLINDER 4 650	69 95	69 95	135 70	135 70
	1	12658179	BELT 1 066	37 65	37 65	73 04	73 04
	1	12658178	BELT KIT 1 066	37 85	37 85	73 43	73 43
	2	19353126	FLUID B 800	4 87	9 74	9 45	18 90
				COST TOTAL	392 33		
					TOTAL	PARTS	761 12

MISC - CODE --DESCRIPTION CONTROL NO

LO LOANER VEHICLE 228 00

TOTAL MISC 228 00

JOB# 5 TOTALS

LABOR	372 51
PARTS	761 12
MISC	228 00

JOB# 5 JOURNAL PREFIX GCMS JOB# 5 TOTAL 1361 63

JOB# 7 CHARGES

LABOR

J# 7 22PM/08 MISC HOURS 0.30 TECH(S) 158 39.03

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 30	16 50	0 20	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 20	0 30	

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT54828 FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE
REPROGRAMMED FRONTVIEW CAMERA WCC 8C693

CLAIM # [redacted]

[CONTINUED ON NEXT PAGE] 12 33pm

The Reynolds and Reynolds Company [FACSIMILE]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DMS NO [redacted]	INVOICE DATE 11/14/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	P.O. NO	P.O. NO	R.O. DATE 11/07/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MD- 25396

JOB# 7 TOTALS

LABOR	39 91
JOB# 7 JOURNAL PREFIX GCMS JOB# 7 TOTAL	39 91

COMMENTS ...
OC created 2016 11 02 10 52 00am taken by Alyssa Ciurciu
6 DAYS IN LOANER

R/O TAX	0 00
R/O TOTALS	1481 36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GDG	MISC	TAX	TOTAL
[redacted]	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36
CLAIM TOTALS	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36

[redacted]

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO.	ADVISOR	R/O #	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	11/11/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		25,392	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K S 2 G K C 1 G R [redacted]		

P.T.E. NO.	P.O. NO.	P.O. DATE
		11/07/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO 25396

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDH AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63M	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN - CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company (DAN)DMS

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto net

CHEVROLET BUICK GMC TRUCKS

Certified Service

NYS MV R/S REG NO 7104135

CHEVROLET BUICK GMC TRUCKS

Certified Service

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
11/07/16	[redacted]	25392	98	158	W	26PNZ	RECALLS
				158	C	16PNZ04	SYNTHETIC LOF&ROTATE
				158	C	50PNZ	BODY SHOP
				158	W	34PNZ	AUDIO/NAV/VIDEO
				158	W	19PNZ	BRAKES
				158	C	22PNZ	EXTERIOR

SALESPERSON NO

S E R V I C E

STATE REG [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

1GKS2GKC1GF [redacted] 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO | LICENSE NO | [redacted]

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILE | SELLING DEALER NO | R O DATE 03/21/17

COLOR | CONTRACT [redacted] | REGISTRATION DATE | ENGINE NO [redacted] | TRANS [redacted]

TUNED N | MDL PNZZ | AIR COND Y | PS Y | TRANS A | MILEAGE 28,000 | ADVISOR NO 98 | ADVISOR LAURA VAN VALKENBU

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

11 06am | 03/22/17 | 06 00pm | PRIORITY 99

APPOINTMENT ☐ Yes ☐ No

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, AND HEREBY ACKNOWLEDGE ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS AND TO DRIVE THIS ABOVE VEHICLE OVER STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING

X [redacted]

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL 271 90

X

COMMENTS
created 2017-03-21 10 28 00am taken by Danielle Lowe

1 C 30PNZ01 MOUNT&BALANCE TIRE
CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE

4R

2 C 16PNZ04 SYNTHETIC LOF&ROTATE
CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND TIRE ROTATION $49 95 (UP TO 6 QUARTS)

3 W 23PNZ11 POWER SEATS
CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING

4 W 22PNZ06 LIGHTS/BULBS
CUSTOMER STATES R/S REVERSE LIGHT OUT

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

LIGHT BULB Shortage

PAGE 1 OF 1 TECH COPY

[redacted]

Ens Reynolds and Reynolds Company (mwmnow) CC4700669 D (03/13)

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	03/22/17

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		30,625	/	

YEAR/MAKE/MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K S 2 G K C 1 G R [redacted]		

F.T.E. NO.	P.O.	R.O. DATE
		03/21/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO: 30625

JOB# 4 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
		COST TOTAL		2 38		
				TOTAL - PARTS		4 62

JOB# 4 TOTALS

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 00	0 00	84 44

APPROVED BY SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 04 54pm

The Reynolds and Reynolds Company (Canada)

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 03/22/17	[redacted]	
	LABOR RATE	LICENSE NO	MILEAGE 30,625	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		SELLING DEALER NO		PRODUCTION DATE
	F.T.E. NO	P.O. NO	R.O. DATE 03/21/17	REPRINT# 1	
REFERENCE PHONE	BUSINESS PHONE	COMMENTS			MO 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
				TOTAL - PARTS	174 63

MISC - CODE	DESCRIPTION	CONTROL NO	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 835	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
				TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Software)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DO NO [redacted]		INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO.
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P T L NO.	P.O. NO		R O DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO# 30625

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE
		** QUANTITY 1 IS SPECIAL ORDERED **		

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES -

LABOR-

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623 6060

CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 12 26pm

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG [redacted]	INVOICE DATE: 03/22/17	RO [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 30,625	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P T S NO.	P O NO.	P O DATE: 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO. 30625

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE 5 880	174 63	174 63
			TOTAL PARTS		174 63

MISC - CODE -	DESCRIPTION	CONTROL NO	
1T	NY TIRE TAX		2 50
	TOTAL - MISC		2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS - QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63M	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS-

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SNORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER					

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	DEC NO. [redacted]	INVOICE DATE 03/22/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 30,625	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.		R.O. DATE 03/21/17	REPRINT# 1
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO· 30625

PARTS -- QTY FP NUMBER ---- DESCRIPTION - -UNIT PRICE
** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS -- QTY - FP NUMBER-- DESCRIPTION ---- - UNIT PRICE

QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	13503360	BULB 2 697		

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS
created 2017 03-21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G D G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 26pm

The Reynolds and Reynolds Company (OH00104)

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 03/22/17	[redacted]
	LABOR RATE	LICENSE NO	MILEAGE 28,000	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 28000

PARTS- - QTY FP NUMBER - --DESCRIPTION -- - UNIT PRICE

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	13503360	BULB 2 697		
				TOTAL - PARTS	0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS

created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS-

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282 74**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98			INVOICE DATE: 03/22/17	
	LABOR RATE	LICENSE NO.	MILEAGE: 28,000	COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO: 1 G K S 2 G K C 1 G R [redacted]			BILLING DEALER NO.	PRODUCTION DATE
	F T E NO.	P O		R O DATE: 03/21/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 28000

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS -- QTY	FP NUMBER	--DESCRIPTION-	UNIT PRICE	
1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS	174 63

MISC - -- CODE--	DESCRIPTION - --	CONTROL NO ---	
1T	NY TIRE TAX		2 50
		TOTAL MISC	2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS -- QTY	FP-NUMBER ---	-DESCRIPTION --	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS	39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS- QTY	FP NUMBER ---	DESCRIPTION -	UNIT PRICE	
0	23467328	CONTROL 9 273	214 96	0 00
PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company (Canton)

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	03/22/17

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		28,000	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1GKS2GKC1GR[redacted]		

P.T.E.R.O.	P.O.NO.	R.O. DATE
		03/21/17

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO 28000

PARTS -QTY FP NUMBER ---DESCRIPTION- - UNIT PRICE

** QUANTITY 1 IS SPECIAL ORDERED **

TOTAL PARTS 0 00

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

PARTS -QTY FP NUMBER --- DESCRIPTION- - -UNIT PRICE WARRANTY

1 13503360 BULB 2 697

TOTAL PARTS 0 00

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

ESTIMATE

CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $271 90 (+TAX)

COMMENTS

created 2017 03 21 10 28 00am taken by Danielle Lowe

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845 623-6060

CUSTOMER SIGNATURE

TOTAL LABOR	44 63
TOTAL PARTS	213 95
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	2 50
TOTAL MISC DISC	0 00
TOTAL TAX	21 66
TOTAL INVOICE $	**282.74**

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 12 22pm

The Reynolds and Reynolds Company DMRTBNVE

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DID [redacted]	INVOICE DATE 03/22/17		
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 28,000	COLOR /	STOCK NO
	YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO	PRODUCTION DATE	
	FT.C.NO.	P.O.NO.	R.O. DATE 03/21/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 28000	

JOB# 1 CHARGES

LABOR

CUSTOMER REQUESTS MOUNT AND BALANCE 1 TIRE
MOUNT AND BALANCE L/R TIRE PER CUSTOMER REQUEST

PARTS-	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	22809730	TIRE S 880	174 63	174 63
			TOTAL PARTS		174 63

MISC	CODE	DESCRIPTION	CONTROL NO	
	1T	NY TIRE TAX		2 50
		TOTAL MISC		2 50

JOB# 1 TOTALS

LABOR	24 00
PARTS	174 63
MISC	2 50
JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL	201 13

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS GM DEXOS1 FULL SYNTHETIC OIL CHANGE AND
TIRE ROTATION $49 95 (UP TO 6 QUARTS)
PREVENTIVE MAINTENANCE
PERFORM GM DEXOS1 FULL SYNTHETIC OIL AND FILTER CHANGE
TIRE ROTATION RESET TIRE PRESSURE MONITORS PER CUSTOMERS
REQUEST

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	PKPF63W	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	20 63
PARTS	39 32
JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL	59 95

JOB# 3 CHARGES

LABOR

CUSTOMER STATES HEATED SEATS 2ND ROW NOT WORKING
HVAC CONTROL MOD INTERNALLY SHORTED
PARTS ON ORDER

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	0	23467328	CONTROL 9 273	214 96	0 00
	PART ON SPECIAL ORDER				

The Reynolds and Reynolds Company EXHIBIT/AVE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 03/22/17
[redacted]	LABOR RATE:	LICENSE NO.	MILEAGE: 30,625
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE:
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.
	F.T.E. NO.	P.O. NO.	R.O. DATE: 03/21/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO: 30625

JOB# 4 CHARGES

LABOR [redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	03/22/17	12 00	12 10	0 10	0 00	FINISHED
210	03/22/17	0 00	0 00	0 00	0 60	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0 10	0 60	

CUSTOMER STATES R/S REVERSE LIGHT OUT
R/R REVERSE LIGHT OUT
REPLACED R/R BULB

CLAIM # [redacted]

PARTS	QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1	13503360	BULB 2 697	2 38	2 38	4 62	4 62
				COST TOTAL	2 38		
					TOTAL - PARTS		4 62

JOB# 4 TOTALS

LABOR	79 82
PARTS	4 62
JOB# 4 JOURNAL PREFIX GCMS JOB# 4 TOTAL	84 44

COMMENTS--
created 2017-03-21 10 28 00am taken by Danielle Lowe

R/O TAX	0 00
R/O TOTALS	84 44

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GOG	MISC	TAX	TOTAL
[redacted]	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44
CLAIM TOTALS	79 82	4 62	0 00	0 00	0 00	0 60	0 00	84 44

[redacted]

APPROVED BY/SIGNATURE

PAGE 1 OF 1 ACCOUNTING COPY [END OF INVOICE] 04 54pm

The Reynolds and Reynolds Company ©[redacted]

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

NYS MV REG NO 7104135

Certified Service

Certified Service

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

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☐ YES ☐ NO

VEHICLE VIN: 1GKS2GKC1GF[redacted]

YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

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

DEALER NO	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R.O. DATE
[redacted]					11/07/16

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES	TAG NO.
				[redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

RESIDENCE PHONE | BUSINESS PHONE

DATE PROMISED: 09 08am | DATE/TIME PROMISED: 11/07/16 06 00pm | PRIORITY: 5

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 [redacted] IN CONNECTION WITH SUCH REPAIRS. EXCEPT YOU SHALL NOT BE RESPONSIBLE FOR [redacted] IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL. I GRANT A LIEN ON THE ABOVE VEHICLE TO SECURE THE AMOUNT OF [redacted] VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE

X [redacted]

JOB [redacted] TOTAL 0 00 190

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY
DATE
TIME

1 W 26PNZ **RECALLS**
CUSTOMER REQUESTS RECALL 16007

2 C 16PNZ04 **DEXOS LOE & ROTATE**
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION
$39 95(UP TO 5 QUARTS)

3 C 50PNZ **BODY SHOP**
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34RNZ **AUDIO/NAV/VIDEO**
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

The Reynolds and Reynolds Company (Form) CC6300469.0 (07/13)

[CONTINUED ON NEXT PAGE]

278741

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net

CHEVROLET BUICK GMC TRUCKS Cadillac

Certified Service NYS M V R/S REG NO 7104135 **Certified Service**

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 SERVICE STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ○ YES ○ NO

VEHICLE VIN 1GKS2GKC1GR [redacted] YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD

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

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. 11/07/16

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES | RO NO. [redacted]

TORQ	MUSIC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME PROMISED 09:00am | DATE/TIME PROMISED 11/07/16 06:00pm | PRIORITY 5

APPOINTMENT ☑ YES ☐ NO

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN 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 FOG, 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 _____

JOB

5 W 19PNZ **BRAKES**

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES TODAY BRAKES WORKING yesterday

G01235356

6 W 22PNZ **EXTERIOR**

CUSTOMER STATES REAR DEFOGGER DOESN'T CLEAR WHOLE WINDOW

7 W 22PNZ08 **MISC**

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA SM .3

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY

DATE

TIME

The Reynolds and Reynolds Company, LWMTHGAL, GC0120053 © 2013

GRAND PRIZE CHEVROLET • BUICK • GMC • CADILLAC
32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto net
N.Y.S. M.V. R/S REG NO. 710 4135

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL	OPERATION	OPERATION DESCRIPTION	HOURS	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION

SALESPERSON NO

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

VEHICLE I.D. NO: 1GKS2GKC1GF[redacted] YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO | LICENSE NO

CUSTOMER NO [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO

11/07/16

COLOR | CONTRACT NO | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	MAKE	AIR COND	P.S.	TRANS.	MILEAGE	ADVISOR NO	ADVISOR
N	PNZZ	Y	Y	A	25,392	98	LAURA VAN VALKENBURG

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED: 09:08am | DATE/TIME PROMISED: 11/07/16 06:00pm | PRIORITY: 5

APPOINTMENT ☒ YES ☐ NO

CELL [redacted]

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN 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 _____

JOB

ORIGINAL CUSTOMER ESTIMATE TOTAL ~~0.00~~ 190

X _____

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
PARTS $	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY

DATE

TIME

COMMENTS
CC created 2016-11-02 10 52 00am taken by Alyssa Ciurciu

1 W 28PNZ RECALLS
CUSTOMER REQUESTS RECALL 16007

2 C 19PNZ DEXOS LOF & ROTATE
CUST REQUESTS DEXOS LUBE, OIL & FILTER CHANGE, TIRE ROTATION $39 95(UP TO 5 QUARTS)

3 C 5PNZ BODY SHOP
CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER

4 W 34PNZ AUDIO/VIDEO
CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE DRIVING NOT USING CELL PHONE AT TIME

D P SALES LIN Y 800-877-4 1553

CELL. [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO [redacted]	INVOICE DATE 11/11/16	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 25,392	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O.	P.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO 25396

JOB# 1 CHARGES-

LABOR-

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE, OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS -QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
1	PKPF63W	OIL KIT	21 59	21 59
1	19330000	FILTER 1 836	****	****
5	19259487	OIL 8 800	****	****
3	19259487	OIL 8 800	5 91	17 73
		TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES-

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO	ADVISOR	TAG NO	INVOICE DATE	
[redacted]	LAURA VAN VALKENBU 98	[redacted]	11/11/16	[redacted]
	LABOR RATE / LICENSE NO / MILEAGE: 25,392		COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1 G K S 2 G K C 1 G R [redacted]		EZLUBE DEALER NO	PRODUCTION DATE
	F T E NO / P O NO		R O DATE: 11/07/16	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO 25396

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0 00

JOB# 5 CHARGES

LABOR

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT5361B - ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL

PARTS - QTY	-FP NUMBER--	DESCRIPTION-	UNIT PRICE	
1	12669498	PUMP 3 280		WARRANTY
1	23135228	PIPE 4 930		WARRANTY
1	23135220	BOOSTER 4 805		WARRANTY
1	20925765	CYLINDER 4 660		WARRANTY
1	12658179	BELT 1 066		WARRANTY
1	12658178	BELT KIT 1 066		WARRANTY
2	19353126	FLUID 8 800		WARRANTY
		TOTAL PARTS		0 00

MISC - CODE	DESCRIPTION	-----	CONTROL NO	
LO	LOANER VEHICLE			WARRANTY
		TOTAL MISC		0 00

JOB# 5 TOTALS--

JOB# 5 JOURNAL PREFIX GCCS JOB# 5 TOTAL 0 00

JOB# 6 CHARGES

LABOR

CUSTOMER STATES REAR DEFOGGER DOESN T CLEAR WHOLE WINDOW
UNABLE TO DUPLICATE CONCERN TESTED REAR WINDOW DEFOGGER
CIRCUIT - OPERATING PROPERLY AT THIS TIME
NO PROBLEM FOUND AT THIS TIME NO RELATED BULLETINS OR
PIS DEFROSTER TABS ARE SECURE

JOB# 6 TOTALS

JOB# 6 JOURNAL PREFIX GCCS JOB# 6 TOTAL 0 00

JOB# 7 CHARGES

LABOR

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT5482B FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG #	INVOICE DATE	INVOICE #
[redacted]	LAURA VAN VALKENBU 98	[redacted]	11/11/16	[redacted]
LABOR RATE / LICENSE NO. / MILEAGE: 25,392			COLOR: /	STOCK NO
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 11/07/16	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			

MO* 25396

REPROGRAMMED FRONTVIEW CAMERA WCC BC693

JOB# 7 TOTALS

JOB# 7 JOURNAL PREFIX GCCS JOB# 7 TOTAL 0 00

ESTIMATE
CUSTOMER HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF $62 82 (+TAX)

COMMENTS
CC created 2016 11-02 10 52 00am taken by Alyssa Ciurciu

TOTALS

THANK YOU WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

TOTAL LABOR	18 36
TOTAL PARTS	39 32
TOTAL SUBLET	0 00
TOTAL G O G	0 00
TOTAL MISC CHG	0 00
TOTAL MISC DISC	0 00
TOTAL TAX	4 84
TOTAL INVOICE $	**62 52**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT YOUR COMPLETE SATISFACTION IS OUR GOAL PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED1*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

PAGE 3 OF 3 ACCOUNTING COPY [END OF INVOICE] 10 48am

The Reynolds and Reynolds Company (Dealer)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 11/14/16	P.O. [redacted]
	LABOR RATE	LICENSE NO.	MILEAGE: 25,392	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE: 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 25396

JOB# 1 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	15 30	16 30	1 00	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 30	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1 00	0 30	

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDM AS PER RECALL WCC S3013

CLAIM # [redacted]

JOB# 1 TOTALS

LABOR	39 91
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	39 91

JOB# 4 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 50	16 90	0 40	0 00	HOLD OTHER
158	11/09/16	16 40	16 50	0 10	0 00	FINISHED
158	11/09/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 50	0 30	

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE WCC 8F703 8F638

CLAIM # [redacted]

JOB# 4 TOTALS

LABOR	39 91
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	39 91

JOB# 5 CHARGES

LABOR

[redacted]

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/09/16	16 50	16 50	0 00	0 00	HOLD PARTS
158	11/10/16	17 00	17 00	0 00	0 00	NON WORKING
158	11/11/16	9 00	9 20	0 20	0 00	HOLD OTHER
158	11/11/16	0 00	0 00	0 00	2 80	ENTERED IN INVOICING
158	11/11/16	9 30	10 20	0 90	0 00	FINISHED
		TOTAL TECH TIME		1 10	2 80	

The Reynolds and Reynolds Company (DAYTON)

CELL [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DATE [redacted]	INVOICE DATE 11/14/16	[redacted]
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		SELLING DEALER NO	PRODUCTION DATE
	P.T.C. NO	P.O.	R.O. DATE 11/07/16	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MD: 25396

JOB# 5 CHARGES

LABOR

CUSTOMER STATES SERVICE BRAKE ASSIST CAME ON AND LOST BRAKES
TODAY BRAKES WORKING
VERIFIED CONCERN BRAKE PEDAL FEELS HARD REMOVED VACUUM
PIPE FROM BOOSTER AND FOUND ENGINE OIL IN PIPE AND BOOSTER
REFER TO PIT53618 ENGINE OIL IN BOOSTER CAUSED BY FAULTY
VACUUM PUMP NEED TO REPLACE ALL PARTS LISTED IN PI
REPLACED VACUUM PUMP BELTS BOOSTER PIPE AND MASTER
CYLINDER BLED BRAKE SYSTEM AND VERIFIED BRAKE PEDAL FEELS
NORMAL
SPAC # G01235456
G01235356

CLAIM # [redacted]

PARTS QTY	FP NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12669488	PUMP 3 280	121 06	121 06	234 86	234 86
1	23135228	PIPE 4 930	36 62	36 62	71 04	71 04
1	23135220	BOOSTER 4 805	79 46	79 46	154 15	154 15
1	20925765	CYLINDER 4 650	69 95	69 95	135 70	135 70
1	12658179	BELT 1 066	37 65	37 65	73 04	73 04
1	12658178	BELT KIT 1 066	37 85	37 85	73 43	73 43
2	19353126	FLUID B 800	4 87	9 74	9 45	18 90
			COST TOTAL	392 33		
				TOTAL PARTS		761 12

MISC - CODE --DESCRIPTION CONTROL NO

LO LOANER VEHICLE 228 00

TOTAL MISC 228 00

JOB# 5 TOTALS

LABOR	372 51
PARTS	761 12
MISC	228 00

JOB# 5 JOURNAL PREFIX GCMS JOB# 5 TOTAL 1361 63

JOB# 7 CHARGES

LABOR

JOB # 7 22PM/08 MISC HOURS 0.30 TECH(S) 158 39.03

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
158	11/07/16	16 30	16 50	0 20	0 00	FINISHED
158	11/07/16	0 00	0 00	0 00	0 00	FINISHED
158	11/11/16	0 00	0 00	0 00	0 30	ENTERED IN INVOICING
		TOTAL TECH TIME		0 20	0 30	

CUSTOMER STATES MESSAGE FOR SERVICE FRONT CAMERA
VERIFIED CONCERN REFER TO PIT54828 FOR SERVICE FRONT
CAMERA MESSAGE CAUSED BY SOFTWARE ANOMOLY NEED TO REPROGRAM
FRONTVIEW CAMERA MODULE
REPROGRAMMED FRONTVIEW CAMERA WCC BC693

CLAIM # [redacted]

The Reynolds and Reynolds Company [FACSIMILE]

CELL: [redacted]

CUSTOMER NO [redacted]	ADVISOR LAURA VAN VALKENBU 98	DMS NO [redacted]	INVOICE DATE 11/14/16	[redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 25,392	COLOR /	STOCK NO
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO 1GKS2GKC1GR[redacted]		SELLING DEALER NO	PRODUCTION DATE	
	P.V.I. NO	P.O. NO	R.O. DATE 11/07/16		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MD- 25396

JOB# 7 TOTALS

LABOR	39 91
JOB# 7 JOURNAL PREFIX GCMS JOB# 7 TOTAL	39 91

COMMENTS ...
OC created 2016 11 02 10 52 00am taken by Alyssa Ciurciu
6 DAYS IN LOANER

R/O TAX	0 00
R/O TOTALS	1481 36

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB LAB	SUB PART	GDG	MISC	TAX	TOTAL
[redacted]	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36
CLAIM TOTALS	492 24	761 12	0 00	0 00	0 00	228 00	0 00	1481 36

[redacted]

The Reynolds and Reynolds Company

CELL [redacted]

CUSTOMER NO.	ADVISOR	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	11/11/16

LABOR RATE	LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		25,392	/	

YEAR / MAKE / MODEL	DELIVERY DATE	DELIVERY MILES
16/GMC/YUKON XL/4DR 4WD		

VEHICLE I.D. NO.	SELLING DEALER NO.	PRODUCTION DATE
1 G K S 2 G K C 1 G R [redacted]		

P.T.E. NO.	P.O. NO.	R.O. DATE
		11/07/16

RESIDENCE PHONE	BUSINESS PHONE	COMMENTS
		MO 25396

JOB# 1 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS RECALL 16007
PERFORM OPEN RECALL ON VIS
REPROGRAMMED SDH AS PER RECALL MCC S3013

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0 00

JOB# 2 CHARGES

LABOR

[redacted]

CUST REQUESTS DEXOS LUBE OIL & FILTER CHANGE TIRE ROTATION
$39 95(UP TO 5 QUARTS)
PREVENTIVE MAINTENANCE
PERFORMED DEXOS LUBE OIL & FILTER CHANGE AND TIRE ROTATION
PER CUSTOMER REQUEST

PARTS	QTY	FP NUMBER	--DESCRIPTION	--UNIT PRICE	
	1	PKPF63M	OIL KIT	21 59	21 59
	1	19330000	FILTER 1 836	****	****
	5	19259487	OIL 8 800	****	****
	3	19259487	OIL 8 800	5 91	17 73
			TOTAL PARTS		39 32

JOB# 2 TOTALS

LABOR	18 36
PARTS	39 32

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 57 68

JOB# 3 CHARGES

LABOR

[redacted]

CUSTOMER REQUESTS ESTIMATE ON REPAIR OF L/R COVER
BODY SHOP ESTIMATE ATTACHED

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0 00

JOB# 4 CHARGES

LABOR

[redacted]

CUSTOMER STATES RADIO CHANGES MODES AND STATIONS WHILE
DRIVING NOT USING CELL PHONE AT TIME
UNABLE TO DUPLICATE CONCERN - CHECK FOR UPDATES REFER TO
PIT5461 TO UPDATE HMI AND REPROGRAM FOR VARIOUS RADIO
CONCERNS
PERFORMED USB UPDATE ON HMI MODULE AND REPROGRAMMED CLEARED
ALL DTCS AND VERIFIED LATEST SOFTWARE MCC 8F703 8F638

The Reynolds and Reynolds Company (DANCOM)

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35350

TOTALS----------

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

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

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 10:31am

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 33,800	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1GKS2GKC1GR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.		R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 33808

JOB# 1 CHARGES

LABOR

J#_1_34PNZ AUDIO/NAV/VIDEO HOURS: 1.50 TECH(S): 257 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/17/17	10.10	11.00	0.90	0.00	HOLD OTHER
257	05/18/17	13.00	13.20	0.20	0.00	FINISHED
257	05/18/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.10	1.50	

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

CLAIN # [redacted]

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
		TOTAL - MISC	126.00

JOB# 1 TOTALS

LABOR	199.56
MISC	126.00
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	325.56

JOB# 2 CHARGES

LABOR

J#_2_19PNZ BRAKES HOURS: 1.40 TECH(S): 257 186.26

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/16/17	12.50	13.90	1.40	0.00	HOLD OTHER
257	05/17/17	8.40	10.10	1.70	0.00	FINISHED
257	05/17/17	0.00	0.00	0.00	1.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	1.40	

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

CLAIN # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12669488	PUMP 3.2BD	121.06	121.06	234.86	234.86
		COST TOTAL		121.06		
		TOTAL - PARTS				234.86

JOB# 2 TOTALS

LABOR	186.26
PARTS	234.86
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	421.12

The Reynolds and Reynolds Company ENCRYPTED

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 33,800	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O.E. NO.	P.O. NO.	R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

R/O TAX:	0.00
R/O TOTALS	746.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[redacted]	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68
CLAIM TOTALS	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68

[redacted]

APPROVED BY SIGNATURE

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

The Reynolds and Reynolds Company ERA-IN

GRAND PRIZE BUICK • GMC
32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprizeauto.net
N.Y.S. M.V. R/S REG. NO. 7104135

Certified Service

Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL	OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
04/26/17	[redacted]	32606	348	210	W	34PNZ03	VIDEO CONCERN
				210	W	19PNZ02	LOW PEDAL
04/05/17		31821	98	210	W	23PNZ04	SEATS
				210	W	33PNZ02	WATER LEAK
				210	C	25PNZ	HEAT/A.C
				210	W	34PNZ	AUDIO/NAV/VIDEO

SALESPERSON NO.

S E R V I C E

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

APPOINTMENT ☐ Yes ☐ No

VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
1GKS2GKC1GR[redacted]	16/GMC/YUKON XL/4DR 4WD			[redacted]

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					05/16/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES
			[redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	33,800	98	LAURA VAN VALKENBUR

RESIDENCE PHONE | BUSINESS PHONE

I HEREBY AUTHORIZE THE REPAIR WORK HEREIN SET FORTH TO BE DONE ALONG TOGETHER WITH THE FURNISHING BY YOU OF THE NECESSARY PARTS AND OTHER MATERIAL FOR SUCH REPAIR AND SUCH ADDITIONAL WORK AS MAY BE NECESSARY, FOR WHICH I AGREE TO PAY. I AGREE THAT YOU ARE NOT RESPONSIBLE FOR ANY DELAYS CAUSED BY ANY SUCH REPAIR, BUT YOU SHALL NOT BE RESPONSIBLE IN CASE OF FIRE, THEFT OR OTHER CAUSE BEYOND YOUR CONTROL. I AGREE THAT YOU NEITHER ASSUME OR AUTHORIZE ANYONE TO ASSUME FOR YOU ANY RESPONSIBILITY IN CONNECTION WITH SUCH REPAIR, BUT YOU SHALL NOT BE RESPONSIBLE FOR THE LOSS OF THE ABOVE VEHICLE TO SECURE THE AMOUNT OF YOUR CHARGES THEREON. I GRANT PERMISSION TO OPERATE THE ABOVE VEHICLE ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND INSPECTION.

TIME PROMISED	DATE/TIME PROMISED	PRICE
10:34am	05/16/17 06:00pm	[redacted]

CELL [redacted]

ORIGINAL CUSTOMER ESTIMATE: TOTAL [redacted]

ORIGINAL ESTIMATE	AUTHORIZED ADDITIONS
	PARTS $
LABOR $	LABOR $
TOTAL $	TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

X

1 W 34PNZ AUDIO/NAV/VIDEO
CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY-C HAS VIDEO

2 W 19PNZ BRAKES
CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED ON DRY GROUND 3 OR 4 TIMES

3 W 29PNZ TRANSMISSION
CUSTOMER STATES:WHEN ACCELERATING, RPMS KICK UP BUT VEHICLE FEELS LIKE IN NEUTRAL. LAST HAPPENED ON SATURDAY

The Reynolds and Reynolds Company, ERA-IGNITE, CC6700049 © (0315)

[redacted]

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	LAURA VAN VALKENBU 98	[redacted]	05/18/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 33,800		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.		R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

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

LABOR----------

J#:1 34RNZ AUDIO/NAV/VIDEO HOURS: 1.50 TECH(S):257 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/17/17	10.10	11.00	0.90	0.00	HOLD OTHER
257	05/18/17	13.00	13.20	0.20	0.00	FINISHED
257	05/18/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.10	1.50	

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

CLAIM # [redacted]

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

LO	LOANER VEHICLE	126.00
	TOTAL - MISC	126.00

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

LABOR	199.56
MISC	126.00
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	325.56

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

LABOR----------

J#:2 19RNZ BRAKES HOURS: 1.90 TECH(S):257 186.26

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/16/17	12.50	13.90	1.40	0.00	HOLD OTHER
257	05/17/17	8.40	10.10	1.70	0.00	FINISHED
257	05/17/17	0.00	0.00	0.00	1.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	1.40	

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

CLAIM # [redacted]

PARTS-----QTY--FP-NUMBER----------DESCRIPTION---------U/COST---E/COST----U/PRICE

1	12669488	PUMP 3.280	121.06	121.06	234.86	234.86
		COST TOTAL		121.06		
				TOTAL - PARTS		234.86

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

LABOR	186.26
PARTS	234.86
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	421.12

The Reynolds and Reynolds Company (DAYTON,OH)

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	INVOICE NO.
[redacted]	LAURA VAN VALKENBU 98	[redacted]	05/18/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 33,800		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 05/16/17	
INSURANCE PHONE / BUSINESS PHONE	COMMENTS			MO: 33808

R/O TAX 0.00
R/O TOTALS 746.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC.	TAX	TOTAL
[redacted]	385.82	234.86	0.00	0.00	0.00	-126.00	0.00	746.68
CLAIM TOTALS	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68

APPROVED BY SIGNATURE

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

The Reynolds and Reynolds Company ERA/NTWARE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	INVOICE DATE	INVOICE NO.
[redacted]	LAURA VAN VALKENBU 98	05/18/17	[redacted]
LABOR RATE / LICENSE NO. / MILEAGE	33,800	COLOR /	STOCK NO.
YEAR / MAKE / MODEL	16/GMC/YUKON XL/4DR 4WD	DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO.	1GKS2GKC1G[redacted]	SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	P.O. NO.	R.O. DATE 05/16/17	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS		MO: 33808

JOB# 1 CHARGES

LABOR

J#:1 34PNZ AUDIO/NAV/VIDEO TECH(S):257 WARRANTY:3

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C.HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
			TOTAL MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#:2 19PNZ BRAKES TECH(S):257 WARRANTY:3

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUH PUMP NOT SUPPLYING ENOUGH VACUUH TO BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12669488	PUMP 3.280		
				TOTAL PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#:3 2SPNZ TRANSMISSION TECH(S):257 0.00

CUSTOMER STATES:WHEN ACCELERATING , RPMS KICK UP BUT VEHICLE FEELS LIKE IN NEUTRAL. LAST HAPPENED ON SATURDAY
NO CODES IN SYSTEN
NO PROBLEM FOUND. VEHICLE DRIVEN BY QUALITY CONTROL MANAGER AND CAME BACK WITH NORMAL OPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE 05/18/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 33,800	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GKS2GKC1GR[redacted]		SELL NO DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 05/16/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808	

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 01:48pm

The Reynolds and Reynolds Company (Canada) Limited

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98		INVOICE DATE: 05/18/17
[redacted]	LABOR RATE	LICENSE NO.	VEHICLE: 33,800
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		COLOR: /
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		DELIVERY DATE
	F. T. E. NO.	P. DATE	R. O. DATE: 05/16/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 33808

JOB# 1 CHARGES

LABOR

J#_1_34PNZ AUDIO/NAV/VIDEO TECH(S):257 WARRANTY

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

MISC	CODE	DESCRIPTION	CONTROL NO	
	LO	LOANER VEHICLE		WARRANTY
			TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#_2_19PNZ BRAKES TECH(S):257 WARRANTY

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	12669488	PUMP 3.280		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#_3_29PNZ TRANSMISSION TECH(S):257 0.00

CUSTOMER STATES:WHEN ACCELERATING , RPMS KICK UP BUT
VEHICLE FEELS LIKE IN NEUTRAL. LAST HAPPENED ON SATURDAY
NO CODES IN SYSTEM
NO PROBLEM FOUND. VEHICLE DRIVEN BY QUALITY CONTROL MANAGER
AND CAME BACK WITH NORMAL OPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

The Reynolds and Reynolds Company ERA-IGNITE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 33,800	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. NO.	REQ. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

TOTALS

THANK YOJ. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOJ A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

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

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 01:48pm

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 04/17/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 31,821
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		COLOR: /
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		DELIVERY DATE
	P.T.S. NO.	P.O. NO.	R.O. DATE: 04/05/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

STOCK NO.: [redacted] DELIVERY MILES: [redacted] PRODUCTION DATE: [redacted]

MO: 31821

JOB# 1 CHARGES

LABOR

J#: 1 23BNZ04 SEATS HOURS: 0.20 TECH(S):210 93.13

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/05/17	16.10	16.80	0.70	0.00	NON WORKING
210	04/06/17	8.10	8.30	0.20	0.00	FINISHED
210	04/06/17	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.90	0.70	

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED SEATS ARE WORKING AS DESIGNED

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	23467328	CONTROL 9.273	107.32	107.32	208.20	208.20
			COST TOTAL	107.32		
				TOTAL - PARTS		208.20

JOB# 1 TOTALS

LABOR	93.13
PARTS	208.20
J0B# 1 JOURNAL PREFIX GCWS J0B# 1 TOTAL	301.33

JOB# 2 CHARGES

LABOR

J#: 2 23BNZ02 WATER LEAK HOURS: 1 1.20 TECH(S):210 459.65

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.60	0.20	0.00	HOLD OTHER
210	04/14/17	13.50	14.10	0.60	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	1.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	1.20	

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84081925	ANTENNA 9.645	75.15	75.15	145.79	145.79
			COST TOTAL	75.15		
				TOTAL - PARTS		145.79

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
		TOTAL - MISC	126.00

The Reynolds and Reynolds Company ©ARTRIVE

CUSTOMER NO. [redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG NO. [redacted] | INVOICE DATE: 04/17/17

LABOR RATE | LICENSE NO. | MILEAGE: 31,821 | COLOR: / | STOCK NO.

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted] | SELLING DEALER NO. | PRODUCTION DATE

R.O.E. NO. | P.O. NO. | R.O. DATE: 04/05/17

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

CELL [redacted]

NO: 31821

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

LABOR	159.65
PARTS	145.79
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	431.44

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

LABOR----------

JOB# 4 AUDIO/NAV/VIDEO HOURS: 0.60 TECH(S):210 79.82

Added Operation (LAURAV @ 04/05/2017 09:53)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.40	0.00	0.00	HOLD OTHER
210	04/14/17	14.10	14.10	0.00	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
210	04/14/17	14.80	16.90	2.10	0.00	FINISHED
		TOTAL TECH TIME		2.10	0.60	

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
106

CLAIM #[redacted]

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

LABOR	79.82
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	79.82

COMMENTS----------
CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

R/O TAX	0.00
R/O TOTALS	812.59

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[redacted]	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59
CLAIM TOTALS	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59

[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 04:01pm

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 04/17/17
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 31,821
	YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD		COLOR: /
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		DELIVERY DATE
	P.T.E.NO.	P [redacted]	SELLING DEALER NO.
			A.O. DATE: 04/05/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 31821

JOB# 1 CHARGES

LABOR

JF:1.23RZ04 SEATS HOURS: 0.20 TECH(S):210 93.13

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/05/17	16.10	16.80	0.70	0.00	NON WORKING
210	04/06/17	8.10	8.30	0.20	0.00	FINISHED
210	04/06/17	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.90	0.70	

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	23467328	CONTROL 9.273	107.32	107.32	208.20	208.20
		COST TOTAL		107.32		
				TOTAL - PARTS		208.20

JOB# 1 TOTALS

LABOR	93.13
PARTS	208.20
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	301.33

JOB# 2 CHARGES

LABOR

JF:2.33PW02 WATER LEAK HOURS: 0.20 TECH(S):210 169.65

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.60	0.20	0.00	HOLD OTHER
210	04/14/17	13.50	14.10	0.60	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	1.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	1.20	

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84081925	ANTENNA 9.645	75.15	75.15	145.79	145.79
		COST TOTAL		75.15		
				TOTAL - PARTS		145.79

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
		TOTAL - MISC	126.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 04:01pm

The Reynolds and Reynolds Company (Dayton, OH)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 04/17/17	INV. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 31,821	COLOR: /
	YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O.	R.O. DATE: 04/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 31821

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

LABOR	159.65
PARTS	145.79
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	431.44

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

LABOR----------

04:34PNZ AUDIO/NAV/VIDEO HOURS: 0.60 TECH(S):210 79.82

Added Operation (LAURAV @ 04/05/2017 09:53)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.40	0.00	0.00	HOLD OTHER
210	04/14/17	14.10	14.10	0.00	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
210	04/14/17	14.80	16.90	2.10	0.00	FINISHED
		TOTAL TECH TIME		2.10	0.60	

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
IOS

CLAIM # [redacted]

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

LABOR	79.82
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	79.82

COMMENTS----------

CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

R/O TAX	0.00
R/O TOTALS	812.59

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GDG	MISC	TAX	TOTAL
[redacted]	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59
CLAIM TOTALS	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59

APPROVED BY SIGNATURE

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

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 04:01pm

The Reynolds and Reynolds Company (Canada) Inc.

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 06/09/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 35,333	COLOR /
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO. 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO.	P.O. NO.	R.O. DATE 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35350

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

LABOR	106.43
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	232.43

COMMENTS----------
X10V2BKCSK:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION----------
26 WARREN GANNON 2097

R/O TAX	0.00
R/O TOTALS	340.75

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

CLAIM.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75
CLAIM TOTALS	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75

APPROVED BY SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 02:06pm

The Reynolds and Reynolds Company (Form)Bill

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE 06/09/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE 35,333	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	F.L.E. NO.	P.O. NO.	R. O. DATE 06/05/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

NO: 35350

JOB# 1 CHARGES

LABOR

J#:1 84PNZ03 VIDEO CONCERN TECH(S):257 304 WARRANTY

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

PARTS QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	84012997	CONTROL 9,680		
		TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#:2 29PNZ01 TRANS PERFORMANCE TECH(S):26 WARRANTY

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH,
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

MISC CODE	DESCRIPTION	CONTROL NO	WARRANTY
LO	LOANER VEHICLE		
		TOTAL - MISC	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS
X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION
26 WARREN GANNON 2U97

The Reynolds and Reynolds Company (DEALERMAX)

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	STOCK NO.
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	DELIVERY MILES
	F.T.E. NO.	P.O. NO.	R. O. DATE: 06/05/17	PRODUCTION DATE
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 35350

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 10:31am

The Reynolds and Reynolds Company ENHANCIVE

CUSTOMER NO. [redacted]

[redacted]

CELL [redacted]

ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]		INVOICE DATE: 06/09/17	RO [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /	STOCK NO.
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
VEHICLE ID NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.	PRODUCTION DATE
P.I.P. NO.	P.O. NO.		R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 35350

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

LABOR----------

J#_1_34PNZ03 VIDEO:CONCERN TECH(S):257,304 WARRANTY

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	84012997	CONTROL 9.680		
			TOTAL - PARTS		0.00

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

LABOR----------

J#_2_29PNZ01 TRANS:PERFORMANCE TECH(S):26, WARRANTY

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH,
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
			TOTAL - MISC	0.00

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

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

COMMENTS----------
X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION----------
26 WARREN GANNON 2097

The Reynolds and Reynolds Company ERA-IGNITE

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35350

TOTALS----------

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

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

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 10:31am

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 33,800	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.	P.O. NO.	R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

JOB# 1 CHARGES

LABOR

J#_1_34PNZ AUDIO/NAV/VIDEO HOURS: 1.50 TECH(S):257 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/17/17	10.10	11.00	0.90	0.00	HOLD OTHER
257	05/18/17	13.00	13.20	0.20	0.00	FINISHED
257	05/18/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.10	1.50	

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

CLAIN # [redacted]

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
		TOTAL - MISC	126.00

JOB# 1 TOTALS

LABOR	199.56
MISC	126.00
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	325.56

JOB# 2 CHARGES

LABOR

J#_2_19PNZ BRAKES HOURS: 1.40 TECH(S):257 186.26

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/16/17	12.50	13.90	1.40	0.00	HOLD OTHER
257	05/17/17	8.40	10.10	1.70	0.00	FINISHED
257	05/17/17	0.00	0.00	0.00	1.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	1.40	

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

CLAIN # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12669488	PUMP 3.2BD	121.06	121.06	234.86	234.86
		COST TOTAL		121.06		
		TOTAL - PARTS				234.86

JOB# 2 TOTALS

LABOR	186.26
PARTS	234.86
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	421.12

The Reynolds and Reynolds Company ENCRYPTED

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 33,800	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]			SELLING DEALER NO.	PRODUCTION DATE
	P.O.E. NO.	P.O. NO.		R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 33808

R/O TAX: 0.00
R/O TOTALS 746.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[redacted]	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68
CLAIM TOTALS	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68

[redacted]

APPROVED BY SIGNATURE

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

The Reynolds and Reynolds Company ERA-IN

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 05/18/17	[redacted]
	LABOR RATE	LICENSE NO.	MILEAGE 33,800	COLOR / STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO. 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

JOB# 1 CHARGES

LABOR

J#:1 34RNZ AUDIO/NAV/VIDEO HOURS: 1.50 TECH(S):257 199.56

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/17/17	10.10	11.00	0.90	0.00	HOLD OTHER
257	05/18/17	13.00	13.20	0.20	0.00	FINISHED
257	05/18/17	0.00	0.00	0.00	1.50	OVERRIDE IN INVOICING
		TOTAL TECH TIME		1.10	1.50	

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

CLAIM # [redacted]

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
		TOTAL - MISC	126.00

JOB# 1 TOTALS

LABOR	199.56
MISC	126.00
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	325.56

JOB# 2 CHARGES

LABOR

J#:2 19RNZ BRAKES HOURS: 1.90 TECH(S):257 186.26

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
257	05/16/17	12.50	13.90	1.40	0.00	HOLD OTHER
257	05/17/17	8.40	10.10	1.70	0.00	FINISHED
257	05/17/17	0.00	0.00	0.00	1.40	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	1.40	

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP-NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	12669488	PUMP 3.280	121.06	121.06	234.86	234.86
			COST TOTAL	121.06		
				TOTAL - PARTS		234.86

JOB# 2 TOTALS

LABOR	186.26
PARTS	234.86
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	421.12

The Reynolds and Reynolds Company (DARTRIVE)

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG #	INVOICE DATE	INVOICE NO.
[redacted]	LAURA VAN VALKENBU 98	[redacted]	05/18/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 33,800		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 05/16/17	
RES. CHGE PHONE / BUSINESS PHONE	COMMENTS			MO: 33808

R/O TAX 0.00
R/O TOTALS 746.68

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC.	TAX	TOTAL
[redacted]	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68
CLAIM TOTALS	385.82	234.86	0.00	0.00	0.00	126.00	0.00	746.68

APPROVED BY SIGNATURE

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

The Reynolds and Reynolds Company ERA/NTWARE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	RO #	INVOICE DATE	CASHIER NO.
[redacted]	LAURA VAN VALKENBU 98	[redacted]	05/18/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 33,800		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

JOB# 1 CHARGES

LABOR

J#:1 34PNZ AUDIO/NAV/VIDEO TECH(S):257 WARRANTY:3

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
			TOTAL MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#:2 19PNZ BRAKES TECH(S):257 WARRANTY:3

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	12669488	PUMP 3.280		
				TOTAL PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#:3 2SPNZ TRANSMISSION TECH(S):257 0.00

CUSTOMER STATES:WHEN ACCELERATING , RPMS KICK UP BUT
VEHICLE FEELS LIKE IN NEUTRAL. LAST HAPPENED ON SATURDAY
NO CODES IN SYSTEM
NO PROBLEM FOUND. VEHICLE DRIVEN BY QUALITY CONTROL MANAGER
AND CAME BACK WITH NORMAL OPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE 05/18/17	INVOICE NO. [redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE 33,800	COLOR /	STOCK NO.
	YEAR / MAKE / MODEL 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES	
	VEHICLE I.D. NO. 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE	
	P.T.E. NO.	P.O. NO.	R.O. DATE 05/16/17		
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			MO: 33808

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 01:48pm

The Reynolds and Reynolds Company (Canada) Limited

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98		INVOICE DATE: 05/18/17
[redacted]	LABOR RATE	LICENSE NO.	VEHICLE: 33,800
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		COLOR: /
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		DELIVERY DATE
	F. T. E. NO.	P. DATE	R.O. DATE: 05/16/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 33808

JOB# 1 CHARGES

LABOR

J#_1_34PNZ AUDIO/NAV/VIDEO TECH(S):257 WARRANTY

CUSTOMER STATES:RADIO SCREEN JUMPS TO DIFFERENT SCREENS.
TONY C HAS VIDEO
RADIO CONTROL ASSEMBLY INTERNALLY SHORTING CAUSING IT TO
CHANGE SCREENS WITHOUT PASSENGER INPUT.
TECH REMOVED AND REPLACED THE RADIO CONTROL ASSEMBLY.

MISC	CODE	DESCRIPTION	CONTROL NO	
	LD	LOANER VEHICLE		WARRANTY
			TOTAL - MISC	0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#_2_19PNZ BRAKES TECH(S):257 WARRANTY

CUSTOMER STATES:BRAKES FEEL LIKE ABS KICKS IN. HAPPENED
ON DRY GROUND 3 OR 4 TIMES
TECH DISCOVERED VACUUM PUMP NOT SUPPLYING ENOUGH VACUUM TO
BOOSTER
TECH REMOVED AND REPALCED VACUUM PUMP

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	12669488	PUMP 3.280		WARRANTY
				TOTAL - PARTS	0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#_3_29PNZ TRANSMISSION TECH(S):257 0.00

CUSTOMER STATES:WHEN ACCELERATING , RPMS KICK UP BUT
VEHICLE FEELS LIKE IN NEUTRAL. LAST HAPPENED ON SATURDAY
NO CODES IN SYSTEM
NO PROBLEM FOUND. VEHICLE DRIVEN BY QUALITY CONTROL MANAGER
AND CAME BACK WITH NORMAL OPERATION.

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

The Reynolds and Reynolds Company ERA-IGNITE

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 05/18/17	INVOICE NO. [redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 33,800	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.O. NO.	R.O. NO.	R.O. DATE: 05/16/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 33808

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

CASH [ ] CHECK [ ] CREDIT CARD [ ]

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**

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

PAGE 2 OF 2 SERVICE FILE COPY [END OF INVOICE] 01:48pm

The Reynolds and Reynolds Company

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	
[redacted]	LAURA VAN VALKENBU 98	[redacted]	04/17/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 31,821		COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR[redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.S. NO. / P.O. NO.		R.O. DATE: 04/05/17	
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS			MO: 31821

JOB# 1 CHARGES

LABOR

J#:1 23BNZ04 SEATS HOURS: 0.20 TECH(S):210 93.13

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/05/17	16.10	16.80	0.70	0.00	NON WORKING
210	04/06/17	8.10	8.30	0.20	0.00	FINISHED
210	04/06/17	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.90	0.70	

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	23467328	CONTROL 9.273	107.32	107.32	208.20	208.20
			COST TOTAL	107.32		
				TOTAL - PARTS		208.20

JOB# 1 TOTALS

LABOR	93.13
PARTS	208.20
J0B# 1 JOURNAL PREFIX GCWS J0B# 1 TOTAL	301.33

JOB# 2 CHARGES

LABOR

J#:2 23BNZ02 WATER LEAK HOURS: 1 1.20 TECH(S):210 459.65

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.60	0.20	0.00	HOLD OTHER
210	04/14/17	13.50	14.10	0.60	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	1.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	1.20	

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84081925	ANTENNA 9.645	75.15	75.15	145.79	145.79
			COST TOTAL	75.15		
				TOTAL - PARTS		145.79

MISC

CODE	DESCRIPTION	CONTROL NO		
LO	LOANER VEHICLE			126.00
			TOTAL - MISC	126.00

The Reynolds and Reynolds Company ©ANYDMS

CELL [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 04/17/17	[redacted]
[redacted]	LABOR RATE / LICENSE NO.	MILEAGE: 31,821	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	R.O. NO.	P.O. NO.	R.O. DATE: 04/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		NO: 31821

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

LABOR	159.65
PARTS	145.79
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	431.44

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

LABOR----------

JOB# 4 AUDIO/NAV/VIDEO HOURS: 0.00 TECH(S):210 79.82

Added Operation (LAURAV @ 04/05/2017 09:53)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.40	0.00	0.00	HOLD OTHER
210	04/14/17	14.10	14.10	0.00	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
210	04/14/17	14.80	16.90	2.10	0.00	FINISHED
		TOTAL TECH TIME		2.10	0.60	

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
106

CLAIM #[redacted]

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

LABOR	79.82
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	79.82

COMMENTS----------
CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

R/O TAX	0.00
R/O TOTALS	812.59

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GOG	MISC	TAX	TOTAL
[redacted]	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59
CLAIM TOTALS	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59

[redacted]

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

The Reynolds and Reynolds Company

CUSTOMER NO. [redacted]

[redacted]

CELL: [redacted]

ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]		INVOICE DATE: 04/14/17	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 31,821	COLOR: /	STOCK NO.
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO: 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
P.T.E. NO.	P.O. NO.		R.O. DATE: 04/05/17	
RESPONSE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES---------- MO: 31821

LABOR----------

J#.1 23PNZ04 SEATS TECH(S):210 WARRANTY

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

PARTS----QTY---FP-NUMBER----DESCRIPTION----UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	23467328	CONTROL 9.273		
		TOTAL - PARTS		0.00

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

LABOR----------

J#.2 33PNZ02 WATER LEAK TECH(S):210 WARRANTY

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC 601576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

PARTS----QTY---FP-NUMBER----DESCRIPTION----UNIT PRICE-

QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
1	84081925	ANTENNA 9.645		
		TOTAL - PARTS		0.00

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

CODE	DESCRIPTION	CONTROL NO	WARRANTY
LO	LOANER VEHICLE		
	TOTAL - MISC		0.00

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

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

LABOR----------

J#.3 25PNZ HEAT/A.C TECH(S):210 0.00

CUSTOMER STATES:A/C BLOWS HOT AIR. ESP IN 2ND ROW AND BACK
HEAT/A.C
REAR A/C WORKING AS DESGINED AT THIS TIME NO PROBLEM
FOUND NO A/C LEAK AT THIS TIME
RELATED TO REPLACEMENT OF HVAC MODULE..ALL GOOD
SEE JOB 1

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

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 02:44pm

The Reynolds and Reynolds Company (CANADA)

CUSTOMER NO. [redacted]

[redacted]

CELL: [redacted]

ADVISOR: LAURA VAN VALKENBU 98	PAD: [redacted]		INVOICE DATE: 04/14/17	INVOICE NO.: [redacted]
LABOR RATE:	LICENSE NO:	MILEAGE: 31,821	COLOR:	STOCK NO.:
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE:	DELIVERY MILES:
VEHICLE ID NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.:	PRODUCTION DATE:
F.E.E. NO.:	P.O. NO.:		R.O. DATE: 04/05/17	
RESIDENCE PHONE:	BUSINESS PHONE:	COMMENTS:		

JOB# 4 CHARGES MO: 31821

LABOR

J#..4:34PWZ AUDIO/NAV/VIDEO TECH(S):210 WARRANTY

Added Operation (LAURAV @ 04/05/2017 09:53)
CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
I06

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

COMMENTS

CC created 2017-03-23 10:37:00cm taken by Alyssa Ciurciu

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 02:44pm

The Reynolds and Reynolds Company ERAINTIVE

Jun 23 17 07:43a p.9

CUSTOMER NO. [redacted]

[redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG: [redacted] | INVOICE DATE: 04/14/17 | CELL: [redacted]

LABOR RATE | LICENSE NO. | MILEAGE: 31,821 | COLOR: / | [redacted]

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO.: 1GKS2GKC1GR [redacted] | SELLING DEALER NO. | PRODUCTION DATE

R.E.E. NO. | P.O. NO. | R.O. DATE: 04/05/17

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

MO: 31821

JOB# 1 CHARGES

LABOR

J#.1 23PNZ04 SEATS TECH(S):210 WARRANTY

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23467328	CONTROL 9.273		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#.2 33PNZ02 WATER LEAK TECH(S):210 WARRANTY

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	84081925	ANTENNA 9.645		
			TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
		TOTAL - MISC		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#.3 25PNZ HEAT/A.C. TECH(S):210 0.00

CUSTOMER STATES:A/C BLOWS HOT AIR, ESP IN 2ND ROW AND BACK
HEAT/A.C
REAR A/C WORKING AS DESGINED AT THIS TIME NO PROBLEM
FOUND NO A/C LEAK AT THIS TIME
RELATED TO REPLACEMENT OF HVAC MODULE..ALL GOOD
SEE JOB 1

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 02:44pm

The Reynolds and Reynolds Company (Canada) Limited

CUSTOMER NO [redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG [redacted] | INVOICE DATE: 04/14/17 | CELL: [redacted]

LABOR RATE | LICENSE NO | MILEAGE: 31,821 | COLOR: / | STOCK NO

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO: 1GKS2GKC1GR[redacted] | SELLING DEALER NO | PRODUCTION DATE

R.O. DATE: 04/05/17

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

JOB# 4 CHARGES MO: 31821

LABOR

JOB# 4334PNZ AUDIO2NAV2VIDEO TECH(S):210 WARRANTY:

Added Operation (LAURAV @ 04/05/2017 09:53)

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
I06

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

COMMENTS

CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 02:44pm

The Reynolds and Reynolds Company (Canada)

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprize@optonline.net

Certified Service

N.Y.S. M.V. R/S R

Certified Service

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
05/16/17	[redacted]	33800	98	257	W	34PNZ	AUDIO/NAV/VIDEO
				257	W	19PNZ	BRAKES
04/26/17		32606	348	257	C	29PNZ	TRANSMISSION
				210	W	34PN203	VIDEO CONCERN
04/05/17		31821	98	210	W	19PNZ02	LOW PEDAL
				210	W	23PNZ04	SEATS

SALESPERSON NO.

SERVICE

STATE REG [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO	VEHICLE I.D. NO.	YEAR/MAKE/MODEL	PRODUCTION DATE	STOCK NO.	LICENSE NO.
	1GKS2GKC1GR [redacted]	16/GMC/YUKON XL/4DR 4WD			

CUSTOMER NO.	SERVICE CONTRACT	DELIVERY DATE	DELIVERY MILES	SELLING DEALER NO.	R. O. DATE
[redacted]					06/05/17

COLOR	CONTRACT NO.	EXPIRATION DATE	EXPIRATION MILES

TURBO	MMC	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	35,333	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED: 10:20am | DATE/TIME PROMISED: 06/05/17 06:0

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

[redacted]

Job

COMMENTS:
X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

1 W 34PNZ03: VIDEO CONCERN
CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES:..STILL NOT WORKING

2 W 29PNZ01 TRANS PERFORMANCE
CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS, AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH, CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO RESPOND WHILE PRESSING ON GAS

AUTHORIZED ADDITIONS	
PARTS $	
LABOR $	
TOTAL $	

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

PAGE 1 OF 1

note on back

TECH COPY

[redacted]

The Reynolds and Reynolds Company, Dayton, OH CDS10069 O (09/12)

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG NO. [redacted]	INVOICE DATE: 06/09/17	[redacted]	
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /	STOCK NO.
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1GKS2GKC1GR [redacted]			SOLD TO DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.		R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS			

MO: 35350

JOB# 1 CHARGES

LABOR

J#_1_34PWZ03 VIDEO CONCERN HOURS: 0.20 TECH(S): 257 304 26.61

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
304	06/07/17	10.30	13.20	2.90	0.00	HOLD OTHER
257	06/08/17	11.70	11.90	0.20	0.00	FINISHED
257	06/08/17	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	0.20	

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84012997	CONTROL 9.680	42.12	42.12	81.71	81.71
			COST TOTAL	42.12		
				TOTAL - PARTS		81.71

JOB# 1 TOTALS

LABOR	26.61
PARTS	81.71
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	108.32

JOB# 2 CHARGES

LABOR

J#_2_29PNZ01 TRANS PERFORMANCE HOURS: 0.80 TECH(S): 26 106.43

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
26	06/08/17	14.40	14.40	0.00	0.00	FINISHED
26	06/08/17	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
26	06/09/17	8.20	9.90	1.70	0.00	FINISHED
		TOTAL TECH TIME		1.70	0.80	

CUSTOMER STATES:WHEN PUT IN REVERSE. TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH.
CAR WILL HESITATE. RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

CLAIM # [redacted]

MISC

CODE	DESCRIPTION	CONTROL NO		
LO	LOANER VEHICLE			126.00
			TOTAL - MISC	126.00

The Reynolds and Reynolds Company (Ohio) 1/2/XE

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	06/09/17 [redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR / STOCK NO.
		35,333	/
	YEAR / MAKE / MODEL		DELIVERY DATE / DELIVERY MILES
	16/GMC/YUKON XL/4DR 4WD		
	VEHICLE ID NO.		SELLING DEALER NO. / PRODUCTION DATE
	1GKS2GKC1GR [redacted]		
	R.T.E. NO. / P.O. NO.		R.O. DATE
			06/05/17
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS		
			MO: 35350

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

LABOR	106.43
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	232.43

COMMENTS----------

X10V2BKC5K;CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION----------

26 WARREN GANNON 2U97

R/O TAX	0.00
R/O TOTALS	340.75

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

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75
CLAIM TOTALS	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75

[redacted]

APPROVED BY SIGNATUR[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 02:08pm

The Reynolds and Reynolds Company ©Rev1999

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	TAG # [redacted]	INVOICE DATE: 06/09/17	[redacted]
[redacted]	LABOR RATE	LICENSE NO.	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GKS2GKC1GR [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.I.C. NO.	P.O. NO.	R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 35350

JOB# 1 CHARGES

LABOR

J#_1_34PNZ03 VIDEO CONCERN HOURS: 0.20 TECH(S): 257 304 26.61

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
304	06/07/17	10.30	13.20	2.90	0.00	HOLD OTHER
257	06/08/17	11.70	11.90	0.20	0.00	FINISHED
257	06/08/17	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	0.20	

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

CLAIM # [redacted]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84012997	CONTROL 9.680	42.12	42.12	81.71	81.71
				COST TOTAL		42.12		
						TOTAL - PARTS		81.71

JOB# 1 TOTALS

LABOR	26.61
PARTS	81.71
J0B# 1 JOURNAL PREFIX GCWS J0B# 1 TOTAL	108.32

JOB# 2 CHARGES

LABOR

J#_2_29PNZ01 TRANS PERFORMANCE HOURS: 0.80 TECH(S): 26 106.43

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
26	06/08/17	14.40	14.40	0.00	0.00	FINISHED
26	06/08/17	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
26	06/09/17	8.20	9.90	1.70	0.00	FINISHED
		TOTAL TECH TIME		1.70	0.80	

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH.
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

CLAIM # [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
	LO	LOANER VEHICLE		126.00
			TOTAL - MISC	126.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE]

02:08pm

The Reynolds and Reynolds Company (Canada) Ltd.

CELL: [redacted]

CUSTOMER NO.	ADVISOR		INVOICE DATE	INVOICE NO.
[redacted]	LAURA VAN VALKENBU 98	[redacted]	04/17/17	[redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR	STOCK NO.
		31,821	/	
	YEAR / MAKE / MODEL		DELIVERY DATE	DELIVERY MILES
	16/GMC/YUKON XL/4DR 4WD			
	VEHICLE I.D. NO.		SELLING DEALER NO.	PRODUCTION DATE
	1 G K S 2 G K C 1 G R [redacted]			
	P.T.E. NO.	P	R.O. DATE	
			04/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		
				MO: 31821

JOB# 1 CHARGES

LABOR

J# 1 23BNZ04	SEATS	HOURS: 0.70	TECH(S):210			93.13
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/05/17	16.10	16.80	0.70	0.00	NON WORKING
210	04/06/17	8.10	8.30	0.20	0.00	FINISHED
210	04/06/17	0.00	0.00	0.00	0.70	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.90	0.70	

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

CLAIM # [redacted]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		23467328	CONTROL 9.273	107.32	107.32	208.20	208.20
				COST TOTAL		107.32		
						TOTAL - PARTS		208.20

JOB# 1 TOTALS

LABOR	93.13
PARTS	208.20
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	301.33

JOB# 2 CHARGES

LABOR

J# 2 30BNZ02	WATER LEAK	HOURS: 1.20	TECH(S):210			159.65
TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.60	0.20	0.00	HOLD OTHER
210	04/14/17	13.50	14.10	0.60	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	1.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		0.80	1.20	

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

CLAIM # [redacted]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84081925	ANTENNA 9.645	75.15	75.15	145.79	145.79
				COST TOTAL		75.15		
						TOTAL - PARTS		145.79

MISC	CODE	DESCRIPTION	CONTROL NO	
	LO	LOANER VEHICLE		126.00
			TOTAL - MISC	126.00

The Reynolds and Reynolds Company (Canada)

CELL: [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE	BY
[redacted]	LAURA VAN VALKENBU 98	[redacted]	04/17/17	[redacted]
	LABOR RATE / LICENSE NO. / MILEAGE: 31,821		COLOR: /	STOCK NO.
	YEAR/MAKE/MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	F.T.E. NO. / P.O. NO.		R.O. DATE: 04/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

MO: 31821

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

LABOR	159.65
PARTS	145.79
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	431.44

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

LABOR----------

04:34PNZ AUDIO/NAV/VIDEO HOURS: 0.60 TECH(S):210 79.82

Added Operation (LAURAV @ 04/05/2017 09:53)

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
210	04/06/17	8.40	8.40	0.00	0.00	HOLD OTHER
210	04/14/17	14.10	14.10	0.00	0.00	FINISHED
210	04/14/17	0.00	0.00	0.00	0.60	OVERRIDE IN INVOICING
210	04/14/17	14.80	16.90	2.10	0.00	FINISHED
		TOTAL TECH TIME		2.10	0.60	

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
IOS

CLAIM # [redacted]

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

LABOR	79.82
JOB# 4 JOURNAL PREFIX GCWS JOB# 4 TOTAL	79.82

COMMENTS----------

CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

R/O TAX	0.00
R/O TOTALS	812.59

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

CLAIM#	LABOR	PARTS	SUB.LAB.	SUB.PART	GDG	MISC	TAX	TOTAL
[redacted]	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59
CLAIM TOTALS	332.60	353.99	0.00	0.00	0.00	126.00	0.00	812.59

APPROVED BY SIGNATURE

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

SERVICE FILE COPY

[END OF INVOICE] 04:01pm

The Reynolds and Reynolds Company (Canada) Inc.

CUSTOMER NO. [redacted]

[redacted]

CELL: [redacted]

ADVISOR: LAURA VAN VALKENBU 98

TAG NO. [redacted]

INVOICE DATE: 04/14/17

LABOR RATE | LICENSE NO. | MILEAGE: 31,821

COLOR: /

STOCK NO.

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD

DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO: 1GKS2GKC1GR [redacted]

CLAIM DEALER NO. | PRODUCTION DATE

P.T.E. NO. | P.O. NO.

R.O. DATE: 04/05/17

PERSONAL PHONE | BUSINESS PHONE | COMMENTS

MO: 31821

JOB# 1 CHARGES

LABOR

J#.1 23PNZ04 SEATS TECH(S):210 WARRANTY

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	23467328	CONTROL 9.273		
			TOTAL - PARTS		0.00

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

J#.2 33PNZ02 WATER LEAK TECH(S):210 WARRANTY

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC 601576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	WARRANTY
	1	84081925	ANTENNA 9.645		
			TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	WARRANTY
	LO	LOANER VEHICLE		
		TOTAL - MISC		0.00

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

J#.3 25PNZ HEAT/A.C TECH(S):210 0.00

CUSTOMER STATES:A/C BLOWS HOT AIR. ESP IN 2ND ROW AND BACK
HEAT/A.C
REAR A/C WORKING AS DESGINED AT THIS TIME NO PROBLEM
FOUND NO A/C LEAK AT THIS TIME
RELATED TO REPLACEMENT OF HVAC MODULE..ALL GOOD
SEE JOB 1

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

ACCOUNTING COPY

[CONTINUED ON NEXT PAGE] 02:44pm

The Reynolds and Reynolds Company (CANADA)

CUSTOMER NO. [redacted]

[redacted]

CELL: [redacted]

ADVISOR: LAURA VAN VALKENBU 98	PAY T [redacted]		INVOICE DATE: 04/14/17	[redacted]
LABOR RATE:	LICENSE NO:	MILEAGE: 31,821	COLOR:	STOCK NO:
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE:	DELIVERY MILES:
VEHICLE ID NO.: 1 G K S 2 G K C 1 G R [redacted]			SELLING DEALER NO.:	PRODUCTION DATE:
R.E.E. NO.:	P.O. NO.:		P.O. DATE: 04/05/17	
RESIDENCE PHONE:	BUSINESS PHONE:	COMMENTS:		

JOB# 4 CHARGES---------- MO: 31821

LABOR----------

J#..4:34PWZ: AUDIO/NAV/VIDEO TECH(S):210 WARRANTY

Added Operation (LAURAV @ 04/05/2017 09:53)
CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
I06

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

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

COMMENTS----------
CC created 2017-03-23 10:37:00cm taken by Alyssa Ciurciu

TOTALS----------

THANK YOU. WE APPRECIATE YOUR BUSINESS!
****

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

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

ACCOUNTING COPY

[END OF INVOICE] 02:44pm

The Reynolds and Reynolds Company ERAINTIVE

CUSTOMER NO. [redacted]

[redacted]

CELL: [redacted]

ADVISOR: LAURA VAN VALKENBU 98	TAG [redacted]		INVOICE DATE: 04/14/17	INVOICE NO. [redacted]
LABOR RATE	LICENSE NO.	MILEAGE: 31,821	COLOR: /	
YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD			DELIVERY DATE	DELIVERY MILES
VEHICLE I.D. NO.: 1GKS2GKC1GR [redacted]			SELLING DEALER NO.	PRODUCTION DATE
F.E.E. NO.	P.O. NO.		R.O. DATE: 04/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		

JOB# 1 CHARGES---------- MO: 31821

LABOR----------

J#.1 23PNZ04 SEATS TECH(S):210 WARRANTY

CUSTOMER STATES:HEATED SEAT IN 2ND ROW DON'T WORK
FOUND REAR HVAC CONTROL MODULE INTERNALLY SHORTED AND NOT
ALLOWING 2ND ROW HEATED SEATS TO BE TURNED ON
REPLACED REAR HVAC CONTROL MODULE AND NOW 2ND ROW HEATED
SEATS ARE WORKING AS DESIGNED

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	23467328	CONTROL 9.273		
			TOTAL - PARTS		WARRANTY 0.00

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

JOB# 1 JOURNAL PREFIX GCCS JOB# 1 TOTAL 0.00

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

LABOR----------

J#.2 33PNZ02 WATER LEAK TECH(S):210 WARRANTY

CUSTOMER STATES:WATER LEAKING IN L/F VISOR AREA
AND CENTER CONSOLE IN HEADLINER
SPAC G01576416
WATER TESTED AND FOUND ULTRA HIGH FREQ ANTENNA LEAKING AT
THIS TIME
REPLACED ULTRA HIGH FREQ ANTENNA AND RE WATER TESTED
NO FURTHER WATER LEAKS AT THIS TIME

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT PRICE	
	1	84081925	ANTENNA 9.645		
			TOTAL - PARTS		WARRANTY 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	LO	LOANER VEHICLE		
		TOTAL - MISC		WARRANTY 0.00

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

JOB# 2 JOURNAL PREFIX GCCS JOB# 2 TOTAL 0.00

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

LABOR----------

J#.3 25PNZ HEAT/A.C. TECH(S):210 0.00

CUSTOMER STATES:A/C BLOWS HOT AIR, ESP IN 2ND ROW AND BACK
HEAT/A.C
REAR A/C WORKING AS DESGINED AT THIS TIME NO PROBLEM
FOUND NO A/C LEAK AT THIS TIME
RELATED TO REPLACEMENT OF HVAC MODULE..ALL GOOD
SEE JOB 1

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

JOB# 3 JOURNAL PREFIX GCCS JOB# 3 TOTAL 0.00

SERVICE FILE COPY

[CONTINUED ON NEXT PAGE] 02:44pm

The Reynolds and Reynolds Company (Ohio) 1999

CUSTOMER NO [redacted]

[redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG [redacted] | INVOICE DATE: 04/14/17 | CELL: [redacted]

LABOR RATE | LICENSE NO | MILEAGE: 31,821 | COLOR: / | STOCK NO

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO: 1GKS2GKC1GR[redacted] | SELLING DEALER NO | PRODUCTION DATE

R.O. DATE: 04/05/17

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

JOB# 4 CHARGES MO: 31821

LABOR

JOB# 4334PNZ AUDIO2NAV2VIDEO TECH(S):210 WARRANTY:

Added Operation (LAURAV @ 04/05/2017 09:53)

CUSTOMER STATES:RADIO SWITCHES CHANNELS ON OWN AND CHANGES SCREEN
FOUND UPDATE FOR RADIO AT THIS TIME
PERFORMED RADIO UPDATE
I06

JOB# 4 TOTALS

JOB# 4 JOURNAL PREFIX GCCS JOB# 4 TOTAL 0.00

COMMENTS

CC created 2017-03-23 10:37:00am taken by Alyssa Ciurciu

TOTALS

THANK YOU. WE APPRECIATE YOUR BUSINESS!

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

CASH [ ] CHECK [ ] CREDIT CARD [ ]

*****GENERAL MOTORS WILL SEND YOU A SURVEY REGARDING YOUR SATISFACTION WITH OUR SERVICE DEPARTMENT. YOUR COMPLETE SATISFACTION IS OUR GOAL. PLEASE LET US KNOW IF THERE IS ANY REASON YOU CANNOT FILL THE SURVEY OUT COMPLETELY SATISFIED!*****

GRAND PRIZE CADILLAC BUICK PONTIAC GMC

845-623-6060

CUSTOMER SIGNATURE

SERVICE FILE COPY

[END OF INVOICE] 02:44pm

The Reynolds and Reynolds Company (Canada)

GRAND PRIZE BUICK • GMC

32 ROUTE 304
NANUET, NY 10954
(845) 623-6060
grandprize@optonline.net

Certified Service

N.Y.S. M.V. R/S R

Certified Service

RECOMMENDED SERVICES

OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL	OPERATION	OPERATION DESCRIPTION	M/O/M	TOTAL

SERVICE HISTORY

DATE	REPAIR ORDER	MILEAGE	ADVISOR	TECHNICIAN	TYPE	OPERATION	OPERATION DESCRIPTION
05/16/17	[redacted]	33800	98	257	W	34PNZ	AUDIO/NAV/VIDEO
				257	W	19PNZ	BRAKES
04/26/17		32606	348	257	C	29PNZ	TRANSMISSION
				210	W	34PN203	VIDEO CONCERN
04/05/17		31821	98	210	W	19PN202	LOW PEDAL
				210	W	23PN204	SEATS

SALESPERSON NO.

SERVICE

STATE REG# [redacted]

REPLACED PARTS REQUESTED BY CUSTOMER ☐ YES ☐ NO

VEHICLE I.D. NO. 1GKS2GKC1GR[redacted]

YEAR/MAKE/MODEL 16/GMC/YUKON XL/4DR 4WD

PRODUCTION DATE | STOCK NO. | LICENSE NO.

CUSTOMER NO. [redacted] | SERVICE CONTRACT | DELIVERY DATE | DELIVERY MILES | SELLING DEALER NO. | R.O. DATE 06/05/17

COLOR | CONTRACT NO. | EXPIRATION DATE | EXPIRATION MILES [redacted]

TURBO	MAKE	AIR COND.	P.S.	TRANS	MILEAGE	ADVISOR NO.	ADVISOR
N	PNZZ	Y	Y	A	35,333	98	LAURA VAN VALKENBUR

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED

RESIDENCE PHONE | BUSINESS PHONE

TIME RECEIVED 10:20am | DATE/TIME PROMISED 06/05/17 06:0

APPOINTMENT ☒ Yes ☐ No

CELL: [redacted]

[redacted]

Job

COMMENTS:
X10V2BKC5K:CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

1 W 34PNZ03: VIDEO CONCERN
CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES:..STILL NOT WORKING

2 W 29PNZ01 TRANS PERFORMANCE
CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS, AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH, CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO RESPOND WHILE PRESSING ON GAS

AUTHORIZED ADDITIONS

PARTS $
LABOR $
TOTAL $

ADD'L REPAIRS AUTHORIZED BY:
DATE
TIME

PARTS $
LABOR $
TOTAL $

PAGE 1 OF 1

note on back

TECH COPY

[redacted]

The Reynolds and Reynolds Company, Kettering, OH (CC10069.0 09/12)

CELL: [redacted]

CUSTOMER NO. [redacted]

ADVISOR: LAURA VAN VALKENBU 98 | TAG NO. [redacted] | INVOICE DATE: 06/09/17

LABOR DATE | LICENSE NO. | MILEAGE: 35,333 | COLOR: / | STOCK NO.

YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD | DELIVERY DATE | DELIVERY MILES

VEHICLE I.D. NO.: 1 G K S 2 G K C 1 G R [redacted] | SOLD NO. DEALER NO. | PRODUCTION DATE

P.T.E. NO. | P.O. NO. | R.O. DATE: 06/05/17

RESIDENCE PHONE | BUSINESS PHONE | COMMENTS

MO: 35350

JOB# 1 CHARGES

LABOR

J#_1_34PWZ03 VIDEO CONCERN HOURS: 0.20 TECH(S): 257 304 26.61

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
304	06/07/17	10.30	13.20	2.90	0.00	HOLD OTHER
257	06/08/17	11.70	11.90	0.20	0.00	FINISHED
257	06/08/17	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
			TOTAL TECH TIME	3.10	0.20	

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

CLAIM # [redacted]

PARTS

QTY	FP-NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
1	84012997	CONTROL 9.680	42.12	42.12	81.71	81.71
		COST TOTAL	42.12			
		TOTAL - PARTS				81.71

JOB# 1 TOTALS

LABOR	26.61
PARTS	81.71
JOB# 1 JOURNAL PREFIX GCWS JOB# 1 TOTAL	108.32

JOB# 2 CHARGES

LABOR

J#_2_29PNZ01 TRANS PERFORMANCE HOURS: 0.80 TECH(S): 26 106.43

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
26	06/08/17	14.40	14.40	0.00	0.00	FINISHED
26	06/08/17	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
26	06/09/17	8.20	9.90	1.70	0.00	FINISHED
		TOTAL TECH TIME		1.70	0.80	

CUSTOMER STATES:WHEN PUT IN REVERSE. TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH.
CAR WILL HESITATE. RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

CLAIM # [redacted]

MISC

CODE	DESCRIPTION	CONTROL NO	
LO	LOANER VEHICLE		126.00
	TOTAL - MISC		126.00

The Reynolds and Reynolds Company ©Reynolds

CELL [redacted]

CUSTOMER NO.	ADVISOR	TAG NO.	INVOICE DATE
[redacted]	LAURA VAN VALKENBU 98	[redacted]	06/09/17 [redacted]
	LABOR RATE / LICENSE NO.	MILEAGE	COLOR / STOCK NO.
		35,333	/
	YEAR / MAKE / MODEL		DELIVERY DATE / DELIVERY MILES
	16/GMC/YUKON XL/4DR 4WD		
	VEHICLE ID NO.		SELLING DEALER NO. / PRODUCTION DATE
	1 G K S 2 G K C 1 G R [redacted]		
	R.T.E. NO. / P.O. NO.		R.O. DATE
			06/05/17
RESIDENCE PHONE / BUSINESS PHONE	COMMENTS		
			MO: 35350

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

LABOR	106.43
MISC	126.00
JOB# 2 JOURNAL PREFIX GCWS JOB# 2 TOTAL	232.43

COMMENTS----------
X10V2BKC5K;CC created 2017-05-30 11:39:00am taken by Alyssa Ciurciu
CUSTOMER REQUESTS A LOANER

TECHNICIAN CERTIFICATION----------
26 WARREN GANNON 2U97

R/O TAX	0.00
R/O TOTALS	340.75

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

CLAIM#.....	LABOR...	PARTS...	SUB.LAB.	SUB.PART	GOG.....	MISC....	TAX....	TOTAL....
[redacted]	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75
CLAIM TOTALS	133.04	81.71	0.00	0.00	0.00	126.00	0.00	340.75

[redacted]

APPROVED BY SIGNATU[redacted]

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

PAGE 2 OF 2 ACCOUNTING COPY [END OF INVOICE] 02:08pm

The Reynolds and Reynolds Company ©Rev1999

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: LAURA VAN VALKENBU 98	RO # [redacted]	INVOICE DATE: 06/09/17	
[redacted]	LABOR RATE	LICENSE NO	MILEAGE: 35,333	COLOR: /
	YEAR / MAKE / MODEL: 16/GMC/YUKON XL/4DR 4WD		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID NO: 1GKS2GKC1GR [redacted]		SELLING DEALER NO	PRODUCTION DATE
	F.I.L. NO	P.O. NO	R.O. DATE: 06/05/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 35350

JOB# 1 CHARGES

LABOR

J#_1_34PNZ03 VIDEO CONCERN HOURS: 0.20 TECH(S): 257 304 26.61

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
304	06/07/17	10.30	13.20	2.90	0.00	HOLD OTHER
257	06/08/17	11.70	11.90	0.20	0.00	FINISHED
257	06/08/17	0.00	0.00	0.00	0.20	OVERRIDE IN INVOICING
		TOTAL TECH TIME		3.10	0.20	

CUSTOMER STATES:CONTROLLER FOR REAR DVD PLAYER NOT WORKING
CHANGED BATTERIES...STILL NOT WORKING
REMOTE FOR REAR DVD PLAYER INTERNALLY FAULTY.
TECH REMOVED AND INSTALLED A NEW REMOTE AND RETESTED. REMOTE
WORKING AS DESIGNED.

CLAIM # [redacted]

PARTS	QTY	FP	NUMBER	DESCRIPTION	U/COST	E/COST	U/PRICE	
	1		84012997	CONTROL 9.680	42.12	42.12	81.71	81.71
				COST TOTAL		42.12		
						TOTAL - PARTS		81.71

JOB# 1 TOTALS

LABOR	26.61
PARTS	81.71
J0B# 1 JOURNAL PREFIX GCWS J0B# 1 TOTAL	108.32

JOB# 2 CHARGES

LABOR

J#_2_29PNZ01 TRANS PERFORMANCE HOURS: 0.80 TECH(S): 26 106.43

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
26	06/08/17	14.40	14.40	0.00	0.00	FINISHED
26	06/08/17	0.00	0.00	0.00	0.80	OVERRIDE IN INVOICING
26	06/09/17	8.20	9.90	1.70	0.00	FINISHED
		TOTAL TECH TIME		1.70	0.80	

CUSTOMER STATES:WHEN PUT IN REVERSE, TAKES ABOUT 5 SECONDS
AND THEN CAR JUMPS TO REVERSE. WHEN IN DRIVE AT 25-30MPH.
CAR WILL HESITATE, RPMS GO UP AND TAKES 5 SECONDS TO
RESPOND WHILE PRESSING ON GAS
ROAD TEST TRUCK.FOUND NEW SOFT WARE FOR ECM AND TCM.
PROGRAM ECM AND TCM.WCC S0313.ROAD TEST AGAIN.
TRUCK IS WORKING NORMAL.

CLAIM # [redacted]

MISC	CODE	DESCRIPTION	CONTROL NO	
	LO	LOANER VEHICLE		126.00
			TOTAL - MISC	126.00

The Reynolds and Reynolds Company (Canada) Ltd.

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

PAGE 1

FAULKNER BUICK GMC
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL:

SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
19MAR16	19MAR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	FAULKNER ADVANTAGE LUBE OIL AND FILTER, TIRE ROTATION, MULTI-POINT INSPECTION (A $39.95 VALUE) Oil Life Percentage _____%										
	CAUSE: LOF ROTATE TIRES										
	CONCERN CODE: 0021										
	0600743 OIL CHANGE, TIRE ROTATION, MPVI Oil Life Percentage _____%										
	137WLSAT	0.00		0.50	1324	1310			13.10	13.10	
1	19330000 (S)FILTER				430	602	0	8.60	6.02	6.02	
5	88864007 0W20DEXOS				1380	1930	0	4.20	3.86	19.30	
3	88864007 0W20DEXOS				828	1158	0	4.20	3.86	11.58	
	FC: 9098										
	PART#: 19330000										
	COUNT: 1					2638		3690	TPARTS		
	CLAIM TYPE: ZREG										
	AUTH CODE:										
						1324		1310	TLABOR		
	,,,,7373										
	,,,,Changed engine oil and filter, set tire pressures, rotated tires,										
	,,,,topped off fluid levels										
	,,,,OIL LIFE 0%										
B	CUSTOMER STATES THE VALET COMPARTMENT IS NOT LOCKING										
	NPF CHECKED VEHICLE OPERATION,FOUND TO BE OPERATING AS PER DESIGNED INTENT										
	137	CPLT	0.00	0.00		0		0		0.00	0.00
	,,,,CHECKED IP COMPARTMENT LOCK, LOCKING NORMAL WITH KEY										
C	REAR DEFROSTER DOES NOT WORK										
	NPF CHECKED VEHICLE OPERATION,FOUND TO BE OPERATING AS PER DESIGNED INTENT										
	137	CPLT	0.26	0.00		0		0		0.00	0.00
	,,,,CHECKED REAR DEFROSTER OPERATION AND FOUND WORKING NORMAL										

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

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerAP [illegible] SERVICE INVOICE TYPE 5 - 3500 - "AS-IS" - PRINT VERSION - 060502 CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

FAULKNER BUICK GMC
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

PAGE 2

BUS: CELL: SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS: SOLD-STK[redacted] DLR:03202 ENG:L83 TRN:MYC
19MAR16	19MAR16	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a Service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-16	15:19	15:35	0.26	W	137	C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4620	1310	1324		4800	602	430	
4910	3088	2208		4601	0	0	
2630	5000	*******		2250	0	*******	

COST, SALE, & COMP TOTALS 3962 5000 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

DealerCAB [redacted]

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

Faulkner
BUICK GMC
TO BE SURE

4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

BUS: CELL: SERVICE ADVISOR: 4 TANNER, CHRIS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE REG. #	MILEAGE IN/OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 DD			** WAITER **		40-148	CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR: 03202 ENG: L83
19MAR2016 14:06		TRN: MYC

VEHICLE SERVICE HISTORY

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

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

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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. *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.

Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

☐ I WISH TO RECEIVE (select one) _____a Written Estimate or _____an Oral Estimate.

☐ I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED $_____.

☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____ Date _____

ORIGINAL ESTIMATE	DATE	TIME	PROMISE OR CONSENT	PHASE #	PARTS AMT.	BY	TO	EST. COMPLETION DATE
TOTAL REVISED ESTIMATE # 1	DATE	TIME	PROMISE OR CONSENT	PHASE #	PARTS AMT.	BY	TO	NEW EST. COMPLETION DATE
CUSTOMER NOTIFIED OF COMPLETION	DATE	TIME	PROMISE OR REFUSE	PHASE #	BY		TO	

DealerCAB 2014 CDK Global, LLC 1501LS WORKORDER TYPE 3 - MSVSC - "AS-IS" - PENNSYLVANIA - 12345

TECHNICIAN COPY

CUSTOMER #: [redacted] 137 [redacted]

[redacted]

Faulkner BUICK GMC
TO BE SURE

4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

BUS: CELL: SERVICE ADVISOR: 4 TANNER, CHRIS Waiter

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE/REG. #	MILEAGE IN/OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 DD			** WAITER **		40-148	CASH	

R.O. OPENED	READY	OPTIONS: SOLD--STK: [redacted] DLR: 03202 ENG: L83 TRN: MYC
19MAR2016 14:06		

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	FALOF		CPLT	FAULKNER ADVANTAGE LUBE OIL AND FILTER, TIRE ROTATION, MULTI-POINT INSPECTION (A $39.95 VALUE)
				Oil Life Percentage 0 %
# B			CPLT	CUSTOMER STATES THE VALET COMPARTMENT IS NOT LOCKING
# C			CPLT	REAR DEFROSTER LOES NOT WORK

MAR 19 2016

T-10 10 B-10 10

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

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

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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "Any warranties on products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties express [redacted] purpose [redacted] in connec[redacted] where pr[redacted]

Customer[redacted]

Dealer CA[redacted]

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection where possible. If the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

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☐ I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED $_____.

☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____ Date _____

ORIGINAL ESTIMATE	DATE	TIME	NUMBER OF CONCERNS	PHONE #	PARTS ARE	BY	TO	EST. COMPLETION DATE
[redacted]								
[redacted]								
[redacted]						BY	TO	

TECHNICIAN

CUSTOMER #: [redacted]

[redacted]

[redacted]

WARRANTY

PAGE 1

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS:
19MAR16	19MAR16	SOLD-STK:[redacted] DLR:03202 ENG:L83 TRN:MYC

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A FAULKNER ADVANTAGE LUBE OIL AND FILTER, TIRE ROTATION, MULTI-POINT INSPECTION (A $39.95 VALUE) Oil Life Percentage ____ %			
CAUSE: LOF ROTATE TIRES			
CONCERN CODE: 0021			
0600743 OIL CHANGE, TIRE ROTATION, MPVI Oil Life Percentage ____ %			
137WLSAT 0.50		13.10	13.10
1 19330000 (S)FILTER	8.60	6.02	6.02
5 88864007 0W20DEXOS	4.20	3.86	19.30
3 88864007 0W20DEXOS	4.20	3.86	11.58
FC: 9098			
PART#: 19330000			
COUNT: 1 2638 3690 TPARTS			
CLAIM TYPE: ZREG			
AUTH CODE:			
1324 1310 TLABOR			
,,,,7373			
,,,,Changed engine oil and filter, set tire pressures, rotated tires,			
,,,,topped off fluid levels			
,,,,OIL LIFE 0%			

****

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-16	15:19	15:35	0.26	W	137	C	

COST, SALE, & COMP TOTALS 3962 5000 0

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By signing
Dealership
(or had the
is being re

[redacted]

DATE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	13.10
PARTS AMOUNT	36.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	50.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	50.00

DealerCAP

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Faulkner BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE/REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
19MAR16	19MAR16	

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A FAULKNER ADVANTAGE LUBE OIL AND FILTER, TIRE ROTATION, MULTI-POINT INSPECTION (A $39.95 VALUE) Oil Life Percentage _____%						
CAUSE: LOF ROTATE TIRES						
0600743 OIL CHANGE, TIRE ROTATION, MPVI Oil Life Percentage _____%						
137WLSAT						(N/C)
1 19330000 (S)FILTER						(N/C)
5 88864007 0W20DEXOS						(N/C)
3 88864007 0W20DEXOS						(N/C)
FC: 9098						
PART#: 19330000						
COUNT: 1						
CLAIM TYPE: ZREG						
AUTH CODE:						
,,,,7373						
,,,,Changed engine oil and filter, set tire pressures, rotated tires,						
,,,,topped off fluid levels						
,,,,OIL LIFE 0%						
**********						
B CUSTOMER STATES THE VALET COMPARTMENT IS NOT LOCKING						
NPF CHECKED VEHICLE OPERATION, FOUND TO BE OPERATING AS PER DESIGNED INTENT						
137 CPLT				0.00		0.00
,,,,CHECKED IP COMPARTMENT LOCK, LOCKING NORMAL WITH KEY						
**********						
C REAR DEFROSTER DOES NOT WORK						
NPF CHECKED VEHICLE OPERATION, FOUND TO BE OPERATING AS PER DESIGNED INTENT						
137 CPLT				0.00		0.00
,,,,CHECKED REAR DEFROSTER OPERATION AND FOUND WORKING NORMAL						
**********						

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAR

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Faulkner
BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL:

SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS:
19MAR16	19MAR16	SOLD-STK:[redacted] DLR:03202 ENG:L83 TRN:MYC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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**********8:00am to 4:00pm**********

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Thank You For Your Business

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

DealerCAR

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

[redacted]

PAGE 1

BUS: CELL: SERVICE ADVISOR: 4 CHRIS TANNER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GF[redacted]		7372/7373	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 19MAR16		40-148	CASH	19MAR16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
19MAR16	19MAR16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	FAULKNER ADVANTAGE LUBE OIL AND FILTER, TIRE ROTATION, MULTI-POINT INSPECTION (A $39.95 VALUE) Oil Life Percentage _____%						
	CAUSE: LOF ROTATE TIRES						
	CONCERN CODE: 0021						
	0600743 OIL CHANGE, TIRE ROTATION, MPVI Oil Life Percentage _____%						
	137WLSAT 0.50					13.10	13.10
1	19330000 (S)FILTER				8.60	6.02	6.02
5	88864007 0W20DEXOS				4.20	3.86	19.30
3	88864007 0W20DEXOS				4.20	3.86	11.58
	FC: 9098						
	PART#: 19330000			2638		3690 TPARTS	
	COUNT: 1						
	CLAIM TYPE: ZREG						
	AUTH CODE:			1324		1310 TLABOR	
	,,,,7373						
	,,,,Changed engine oil and filter, set tire pressures, rotated tires,						
	,,,,topped off fluid levels						
	,,,,OIL LIFE 0%						

****

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

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DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-19-16	15:19	15:35	0.26	W	137	C	

COST, SALE, & COMP TOTALS 3962 5000 0

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

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	13.10
PARTS AMOUNT	36.90
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	50.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	50.00

DealerCAR 2014 CDK Global, LLC WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

ACCOUNTING

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

[redacted]

PAGE 1

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS:
13JUL16	13JUL16	SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	Certified Service Oil Change, 4 Tire Rotation, 27 Point Vehicle Inspection, Set All Tire Pressures, Top Off All Fluids, Reset Tire Pressure Monitor Positions. Oil Life Percentage _____%										
	CAUSE: OIL LIFE 0%										
	CONCERN CODE: 0021										
	0600223		CERTIFIED MOBIL ONE OIL CHANGE								
		163WLSAT		0.76	0.50	975	5778			57.78	57.78
	1 19330000	(S)	FILTER			430	602	0	8.60	6.02	6.02
	5 88864007		0W20DEXOS			1355	1895	0	4.20	3.79	18.95
	4 88864007		0W20DEXOS			1084	1516	0	4.20	3.79	15.16
	FC: 9098										
	PART#: 19330000										
	COUNT: 1						2869		4013	TPARTS	
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							975		5778	TLABOR	
	,,,,Changed engine oil and filter, set tire pressures, rotated tires,										
	,,,,topped off fluid levels										
B	CUST STATES THAT RADIO CHANGES DISPLAY-INTER AND HAS GONE BLACK (CUST HAVE VIDEO)										
	CAUSE: RADIO REPROGRAM										
	CONCERN CODE: 0222										
	2810335		RADIO REPROGRAMMING WITH SPS								
		163WLSAT		0.35	0.30	585	3467			34.67	34.67
	ADD		install Software with UBS								
		163WLSAT		0.00	0.30	585	3467			34.67	34.67
	FC: 7077	PART#:	COUNT:				0		0	TPARTS	
	CLAIM TYPE: ZREG										
	AUTH CODE:										
							1170		6934	TLABOR	
	,,,,checked for radio updates for cust. concern. found radio program										
	,,,,that helps correct condition. also indicated necessary to perform										
	,,,,global reset. performed these steps indicated w/ program calibration.										

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAT 2014 CDK Global, LLC (form) SERVICE INVOICE TYPE 6 - 6520 - VA-AP - PENNSYLVANIA - 2/26/2015

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

ACCOUNTING

PAGE 2

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL:

SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83
13JUL16	13JUL16	TRN;MYC

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a Service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-13-16	11:19	11:22	0.05	W	163	A	
	11:22	11:43	0.35	DW	163	B	
	11:43	12:26	0.71	W	163	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
4620	12712	2145		4800	602	430	
4910	3411	2439		2630	16725	*******	

COST, SALE, & COMP TOTALS 5014 16725 0

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

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

DealerCAR ©2011 COX Global, LLC (2015) SERVICE INVOICE TYPE 2 - 20403 - 753457 - PENNSYLVANIA - 3/6/2015 ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

Faulkner
BUICK GMC
TO BE SURE
4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

BUS: CELL: SERVICE ADVISOR: 4 SCOTT, SHONDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE/REG. #	MILEAGE IN/OUT	TAG
WHITE FROS	16	GMC YUKON	1GK92GKC1GR[redacted]		17024/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	TO NO.	RATE	PAYMENT	INV. DATE
05DEC15 DD			** WAITER **		40-148	CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:03202 ENG:L83 TRN:MYC
13JUL2016 11:14		

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	CLSD DTE TECH	TYPE	DESCRIPTION
[redacted]	4	7373	19MAR16			
			0600743	137	WLSA	OIL CHANGE, TIRE ROTATION, MPVI Oil
			NPF	137	CPLT	CHECKED VEHICLE OPERATION, FOUND TO BE
			NPF	137	CPLT	CHECKED VEHICLE OPERATION, FOUND TO BE

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

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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "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.

Customer Signature _____ Date _____

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible. If the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

☐ I WISH TO RECEIVE (select one) _____ a Written Estimate or _____ an Oral Estimate.

☐ I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED $_____.

☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature _____ Date _____

ORIGINAL ESTIMATE	DATE	TIME	METHOD OF CONTACT	PHONE #	PARTS AVAIL	BY	TO	EST. COMPLETION DATE
TOTAL REVISED ESTIMATE (IF)	DATE	TIME	METHOD OF CONTACT	PHONE #	PARTS AVAIL	BY	TO	NEW EST. COMPLETION DATE
OVERALL METHOD OF COMPLETION	DATE	TIME	METHOD OF NOTICE	PHONE #	BY		TO	

DealerCAR

TECHNICIAN COPY

Faulkner BUICK GMC

TO BE SURE

4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

CUSTOMER #: [redacted]

[redacted]

BUS: CELL: SERVICE ADVISOR: 4 SCOTT, SHONDA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/ OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 DD			** WAITER **		40-148	CASH	

R.O. OPENED	READY	OPTIONS: SOLD-STK:[redacted] DLR:03202 ENG:L83 TRN:MYC
13JUL2016 11:14		

LINE OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A GGOIL		CPLT	Certified Service Oil Change, 4 Tire Rotation, 27 Point Vehicle Inspection, Set All Tire Pressures, Top Off All Fluids, Reset Tire Pressure Monitor Positions. Oil Life Percentage _____%
# B		CPLT	CUST STATES THAT RADIO CHANGES DISPLAY-INTER AND HAS GONE BLACK (CUST HAVE VIDEO)

10 hr → 7 hr
9 → 7 hr

MC 7/13/16

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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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. *Any warranties on products sold hereby are those made by the manufacturers. 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 any liability in connection with the sale of the products. Seller's liability, if any, in connection with any breach or default in any warranty shall be limited to the cost of the product sold. In no event shall seller be liable for special or consequential damages. Where prohibited by law, some of the above limitations may not apply to you.

Customer Signature [redacted]

DealerCAP 2014

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

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☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature Date

[redacted] COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

FAULKNER BUICK GMC
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE #/REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-140	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
13JUL16	13JUL16	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A Certified Service Oil Change, 4 Tire Rotation, 27 Point Vehicle Inspection, Set All Tire Pressures, Top Off All Fluids, Reset Tire Pressure Monitor Positions. Oil Life Percentage ____%			
CAUSE: OIL LIFE 0%			
CONCERN CODE: 0021			97
0600223 CERTIFIED MOBIL ONE OIL CHANGE			
163WLSAT 0.50		67.78	67.78
1 19330000 (S)FILTER	8.60	6.02	6.02
5 88864007 0W20DEXOS	4.20	3.79	18.95
4 88864007 0W20DEXOS	4.20	3.79	15.16
FC: 9098			
PART#: 19330000			
COUNT: 1 2869 4013 TPARTS			
CLAIM TYPE: ZREG			
AUTH CODE:			
975 5778 TLABOR			
,,,,Changed engine oil and filter, set tire pressures, rotated tires,			
,,,,topped off fluid levels			
**********			
B CUST STATES THAT RADIO CHANGES DISPLAY-INTER AND HAS GONE BLACK (CUST HAVE VIDEO)			
CAUSE: RADIO REPROGRAM			
CONCERN CODE: 0222			
2810335 RADIO REPROGRAMMING WITH SPS			
163WLSAT 0.30		34.67	34.67
ADD install Software with UBS			
163WLSAT 0.30		34.67	34.67
FC: 7077 PART#: COUNT: 0 0 TPARTS			
CLAIM TYPE: ZREG			
AUTH CODE:			
1170 6934 TLABOR			
,,,,checked for radio updates for cust. concern. found radio program			
,,,,that helps correct condition. also indicated necessary to perform			
,,,,global reset. performed these steps indicated w/ program calibration.			

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAP [redacted] WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
13JUL16	13JUL16	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-13-16	11:19	11:22	0.05	W	163	A	
	11:22	11:43	0.35	DW	163	B	
	11:43	12:26	0.71	W	163	A	

COST, SALE, & COMP TOTALS 5014 16725 0

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By signing below, you acknowledge that you were notified of and authorized the Dealer[redacted]t you received [redacted]u. The vehicle [redacted]

DATE [redacted] DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	127.12
PARTS AMOUNT	40.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	167.25
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	167.25

[redacted]

Dealer WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 1

Faulkner
BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
13JUL16	13JUL16	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A Certified Service Oil Change, 4 Tire Rotation, 27 Point Vehicle Inspection, Set All Tire Pressures, Top Off All Fluids, Reset Tire Pressure Monitor Positions. Oil Life Percentage _____%

CAUSE: OIL LIFE 0%

0600223 CERTIFIED MOBIL ONE OIL CHANGE
163WLSAT (N/C)
1 19330000 (S)FILTER (N/C)
5 88864007 0W20DEXOS (N/C)
4 88864007 0W20DEXOS (N/C)

FC: 9098
PART#: 19330000
COUNT: 1
CLAIM TYPE: ZREG
AUTH CODE:

,,,,Changed engine oil and filter, set tire pressures, rotated tires,
,,,,topped off fluid levels

****

B CUST STATES THAT RADIO CHANGES DISPLAY-INTER AND HAS GONE BLACK (CUST HAVE VIDEO)

CAUSE: RADIO REPROGRAM

2810335 RADIO REPROGRAMMING WITH SPS
163WLSAT (N/C)
ADD install Software with UBS
163WLSAT (N/C)

FC: 7077 PART#: COUNT:
CLAIM TYPE: ZREG
AUTH CODE:

,,,,checked for radio updates for cust. concern. found radio program
,,,,that helps correct condition. also indicated necessary to perform
,,,,global reset. performed these steps indicated w/ program calibration.

****

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAR

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Faulkner
BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL:

SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GE[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83
13JUL16	13JUL16	TRN:MYC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a Service appointment online its fast & easy!

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAP 2014 CDK Global, LLC (06/10) SERVICE INVOICE TYPE 5 - 06/06 - "AS IS" - PENNSYLVANIA - PA06/06

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

PAGE 2

Faulkner
BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL:

SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GE[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83
13JUL16	13JUL16	TRN:MYC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

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**********8:00am to 4:00pm**********

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DealerCAP

CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 1

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GF[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83
13JUL16	13JUL16	TRN:MYC

LINE OPCODE TECH TYPE HOURS			LIST	NET	TOTAL
A Certified Service Oil Change, 4 Tire Rotation, 27 Point Vehicle Inspection, Set All Tire Pressures, Top Off All Fluids, Reset Tire Pressure Monitor Positions. Oil Life Percentage _____%					
CAUSE: OIL LIFE 0%					
CONCERN CODE: 0021					
0600223 CERTIFIED MOBIL ONE OIL CHANGE					
163WLSAT 0.50				57.78	57.78
1 19330000 (S)FILTER			8.60	6.02	6.02
5 88864007 0W20DEXOS			4.20	3.79	18.95
4 88864007 0W20DEXOS			4.20	3.79	15.16
FC: 9098					
PART#: 19330000					
COUNT: 1	2869	4013	TPARTS		
CLAIM TYPE: ZREG					
AUTH CODE:					
	975	5778	TLABOR		
,,,,Changed engine oil and filter, set tire pressures, rotated tires,					
,,,,topped off fluid levels					
**********					
B CUST STATES THAT RADIO CHANGES DISPLAY-INTER AND HAS GONE BLACK (CUST HAVE VIDEO)					
CAUSE: RADIO REPROGRAM					
CONCERN CODE: 0222					
2810335 RADIO REPROGRAMMING WITH SPS					
163WLSAT 0.30				34.67	34.67
ADD install Software with UBS					
163WLSAT 0.30				34.67	34.67
FC: 7077 PART#: COUNT:	0	0	TPARTS		
CLAIM TYPE: ZREG					
AUTH CODE:					
	1170	6934	TLABOR		
,,,,checked for radio updates for cust. concern. found radio program					
,,,,that helps correct condition. also indicated necessary to perform					
,,,,global reset. performed these steps indicated w/ program calibration.					

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ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DealerCAT 2014 CDK Global, LLC (3210) SERVICE INVOICE TYPE A - 8.5x11 - "NS-45" - PENNSYLVANIA - 05/05/02

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

WARRANTY

PAGE 2

FAULKNER BUICK GMC

4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

BUS: CELL: SERVICE ADVISOR: 4 SHONDA SCOTT

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		17024/17025	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
05DEC15 IS			WAIT 13JUL16		40-148	CASH	13JUL16

R.O. OPENED	READY	OPTIONS: SOLD-STK: [redacted] DLR:03202 ENG:L83
13JUL16	13JUL16	TRN:MYC

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

Visit us at www.faulknerautogroup.com to make a Service appointment online its fast & easy!

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
07-13-16	11:19	11:22	0.05	W	163	A	
	11:22	11:43	0.35	DW	163	B	
	11:43	12:26	0.71	W	163	A	

COST, SALE, & COMP TOTALS 5014 16725 0

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	127.12
PARTS AMOUNT	40.13
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	167.25
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	167.25

DealerCAR 2014 COX Global, LLC (2013) 66/Invoice/Invoice Type 2 - 2020 - "3-167" - PENNSYLVANIA - 2020000

WARRANTY COPY

502

[redacted]

CUSTOMER #: N/A

WORKORDER

PAGE 2

Faulkner BUICK GMC
TO BE SURE

4427 Street Road Trevose, PA 19053
Phone: (215) 364-7720

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 6 SIMONETTI, JUDY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN/ OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		24,9	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			19:00 15SEP15		40-148	CASH	

R.O. OPENED	READY
15SEP2015 15:11	

OPTIONS: STK: [redacted] DLR:03202 ENG:L83 TRN:MYC

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	PYU12		INVIT	PDI YUKON
	NVIYU12		INVIT	NEW VEHICLE INSPECTION YUKON
	PHONE		INVIT	PROGRAM MANAGEMENT FEE
	STK		INVIT	CHARGE FOR STATE INSPECTION STICKER
			TECH	502 EW

SEP 15 2015

9/16
4 mi
1GKS2GKC1GR[redacted]

PIS 9895150
9/16

1 RF 12 BH 12

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

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 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 mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. "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 fitness for a particular purpose and the seller does not assume for it liability in connection with the sale herein does not apply where prohibited.

[redacted]

Customer Signature Date 9/15

DealerCAR

PARTS: All parts installed are new unless otherwise indicated. Upon request, replaced parts will be returned to you, or will be made available for inspection, where possible, if the parts must be returned to a manufacturer or some other person under a warranty or rebuilding arrangement.

Discard Replaced Parts _____ (INITIAL) Return Replaced Parts _____ (INITIAL)

ESTIMATE: OUR DEALERSHIP WILL PROVIDE YOU WITH AN ESTIMATE OF THE COST OF REPAIRS OR SERVICES UPON REQUEST. YOU MAY WAIVE YOUR RIGHT TO A WRITTEN ESTIMATE AND REQUIRE THAT YOU BE NOTIFIED IF THE PRICE EXCEEDS AN AMOUNT YOU HAVE SPECIFIED. YOU MAY WAIVE YOUR RIGHT TO AN ESTIMATE WHICH GIVES OUR DEALERSHIP THE RIGHT TO SET THE PRICE WITHOUT YOUR PERMISSION. PLEASE INDICATE THE TYPE OF ESTIMATE YOU WISH TO RECEIVE AND SIGN BELOW.

☐ I WISH TO RECEIVE (select one) _____a Written Estimate or _____an Oral Estimate.

☐ I DO NOT WISH TO RECEIVE A WRITTEN ESTIMATE. PLEASE PROCEED WITH REPAIRS, BUT CALL ME FOR APPROVAL BEFORE CONTINUING IF THE PRICE WILL EXCEED $_____.

☐ I DO NOT WISH TO RECEIVE AN ESTIMATE. I AUTHORIZE THE REPAIR OF THE DESCRIBED PROBLEM WITHOUT A PRICE LIMITATION, PROVIDED THAT I AM INFORMED OF THE HOURLY LABOR RATE PRIOR TO COMMENCEMENT OF REPAIRS.

Customer Signature Date

	DATE	TIME	MANAGER OR CONSULT	PHONE #	PARTS ARE	BY	TO	EST. COMPLETION DATE
ORIGINAL ESTIMATE								
TOTAL REVISED ESTIMATE #1	DATE	TIME	MANAGER OR CONSULT	PHONE #	PARTS ARE	BY	TO	NEW EST. COMPLETION DATE
AUTHORIZED BEFORE COMPLETION	DATE	TIME	MANAGER OR CONSULT	PHONE #	BY		TO	

TECHNICIAN COPY

CUSTOMER #: [redacted]

INVOICE

PAGE 1

Faulkner BUICK GMC
TO BE SURE
4427 Street Road, Trevose, PA 19053
Phone: (215) 364-7720
service@faulknerautogroup.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 6 JUDY SIMONETTI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE / REG. #	MILEAGE IN / OUT	TAG
WHITE FROS	16	GMC YUKON	1GKS2GKC1GR[redacted]		3/4	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
I8			19:00 15SEP15		40-148	CASH	15SEP15

R.O. OPENED	READY	OPTIONS: STK: [redacted] DLR:03202 ENG:L83 TRN:MYC
15SEP15	15SEP15	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A PDI YUKON			
NVIYU12 NEW VEHICLE INSPECTION YUKON			
502INVIT			(N/C)
PHONE PROGRAM MANAGEMENT FEE			
502 IBTP			(N/C)
STK CHARGE FOR STATE INSPECTION STICKER			
TECH			
502IBSTK			(N/C)
LUBE GAS			
IDENT			(N/C)

****

New Saturday hours for Service and Parts
**********8:00am to 4:00pm**********

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DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Thank You For Your Business

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

DealerCAP 2014 CDK Global, LLC

CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3

Faulkner
PONTIAC BUICK GMC
TO BE SURE.

TRANSMITTAL SHEET

NUMBER OF PAGES, INCLUDING COVER SHEET: _____

DATE: 6/23/17

TO: GM

FROM: Faulkner Buick GMC

MESSAGE: Sales/Service documents

1-586-920-0502

part 2

If message is received poorly or is incomplete, please call the above number.

Thank you.

4427 Street Road, Trevose, PA 19053 (215) 364-7720

E.C. Titles

Out of State Quotes

FAX: 215-357-1193.....PHONE 215-357-4360

Dealer: Faulkner Buick GMC Date 12/5/15
Contact Name: Brian Walsh Quote State NY
Phone # 215 266 4035 Ext. Fax# 215 364 7382

CUSTOMER INFORMATION

Customer's Full Name(s) [redacted]
Customer's Address [redacted]
City [redacted] State [redacted] County [redacted]
Buyer's SS# [redacted] CO Buyer's SS# [redacted]
Buyer's DOB [redacted] CO Buyer's DOB [redacted]

VEHICLE AND REGISTRATION INFORMATION

Year 2016 Make GMC Model Yukon XL Color White Diamond
Type (SW, Sedan, Truck, Van, etc) SUV CYL
Shipping Weight N/A GVW (Trucks)
(MANDITORY) (MANDITORY)
(Circle) NEW or USED VIN 1GKS2BKC1GR [redacted]
(Circle) RETAIL or LEASED Lien (Circle) YES or NO
If Lease - Name of Leasing Company:
Date of Purchase 12/5/15 (Circle) NEW or TRANSFER Plates
If Transferring, Plate # Expiration:
*******Please fax copy of Customer's Registration if Transferring Plates!!!**********
If Customer is Military? (Circle) YES or NO
Plates and Registration to be Mailed to: (Circle) DEALER or CUSTOMER
Purchase Price BEFORE TRADE $ AFTER TRADE $ 45674.00
8.125%

FAX THIS FORM WITH A BUYERS ORDER TO: (215) 357 1193 FOR QUOTE

Do not write below this line

****

$ 5441.01- Saratoga County Clerk
5336.01 tax
20.00 local tax
85.00 title

$ 250.00- EC Titles (includes reg fee $120)

*NY Barcoded insurance must reflect New VIN #

CUSTOMER [redacted] STATE _____

ALL DOCUMENTS THAT ARE REQUIRED WILL BE CIRCLED:

(1) **CERFITICATE OF ORIGIN:**
Dealers Signature notary is assignment please. Record lien at bottom, if any.
Please make sure all reassignment address are completed on dealer trades, if any

2 **TITLE:** Please make sure all reassignments are completed. DIN # required
If your state requires reassigment forms, please send along with the title

14 (3) **DRIVERS LICENSE:** Must have copy for all registrants.

14 (4) INSURANCE ID CARD: **CARDS ONLY PLEASE! DO NOT SEND COPY OF POLICIES.**
Must be current. Should reflect names of all registrants.
Comments: _____

(5) **LIMITED POWER OF ATTORNEY:** Must be signed by all registrants. Must be REAL NOTARY

(6) **BUYERS ORDER:** Must be signed by all registrants. Must have a REAL NOTARY
All trade information must be listed

7 **TRANSFER REGISTRATION:**
Each state has different rules. I will check off required information
_____ Name must match _____ CANNOT Add/Remove Name
_____ CAN Add/ Remove name _____ CANNOT change class

8 **TRADE:** _____ Trade must be in customers name
_____ Trade must be titled in the state of _____

(9) **FEDERAL ODOMETER STATEMENT – no copy!**

10 _____

11 _____

LEASES

1 Copy of lease contract – Can be reduced on the copier

2 Original Power of Attorney from Leasing Company

3 Please provide the Leasing Company's Required Numbers:
Federal Tax ID # _____
Tax exempt number for the state of _____

MAIL WORK TO: EC Titles
1340 Redcone Street
Trevose PA 19053

TAXABLE?

DOC / PROCESSING FEES	YES	(NO)
WARRANTY/AFTERMARKETS	(YES)	NO
GAP	YES	(NO)

PLEASE REMEMBER: NO REBATE CREDIT FOR TAX!

Disclaimer: All motor vehicles for all states change frequently. All fees written are truly quotes and can change at any time. EC Titles is not responsible for any increased fees.

* * * Communication Result Report (Dec. 10. 2015 10:27AM) * * *

Date/Time: Dec. 10. 2015 10:26AM

File No.	Mode	Destination	Pg(s)	Result	Page Not Sent
0961	Memory TX	82153571193	P. 2	OK	

Reason for error
E. 1) Hang up or line fail
E. 2) Busy
E. 3) No answer
E. 4) No facsimile connection
E. 5) Exceeded max. E-mail size
E. 6) Destination does not support IP-Fax

E.C. Titles

Out of State Quotes

FAX 215-357-1193 PHONE 215-307-4350

Dealer: Faulkner Buick GMC Date: 12/5/15
Contact Name: Brian Walsh Quote State: NY
Phone #: 215 266 4055 Ext. Fax#: 215 364 7382

CUSTOMER INFORMATION

Customer's Full Name: [redacted]
Customer's Address: [redacted]
City: [redacted]
Buyer's SSN: [redacted] CO Buyer's SSN
Buyer's DOB: [redacted] CO Buyer's DOB

VEHICLE AND REGISTRATION INFORMATION

Year 2016 Make GMC Model Yukon XL Color White Diamond
Type (SW, Sedan, Truck, Van, etc) SUV CYL
Shipping Weight lb GVW (Trucks)
(MANDETORY) (MANDITORY)
(Circle) NEW or USED VIN 1GKS2BKC1GR[redacted]
(Circle) RETAIL or LEASED Lien (Circle) YES or NO
If Lease - Name of Leasing Company:
Date of Purchase 12/5/15 (Circle) NEW or TRANSFER Plate
If Transferring, Plate # Expiration:
******Please fax copy of Customer's Registration if Transferring Plate*********
If Customer is Military? (Circle) YES or NO
Plates and Registration to be Mailed to: (Circle) DEALER or CUSTOMER
Purchase Price BEFORE TRADE $ AFTER TRADE $

FAX THIS FORM WITH A BUYERS ORDER TO: (215) 357-1193 FOR QUOTE
Do not write below this line.

E.C. Titles

Out of State Quotes

FAX: 215-357-1193.....PHONE 215-357-4360

Dealer: Faulkner Buick GMC Date 12/5/15
Contact Name: Brian Walsh Quote State NY
Phone # 215 266 4035 Ext. Fax# 215 364 7382

CUSTOMER INFORMATION

Customer's Full Name(s) [redacted]
Customer's Address [redacted]
City [redacted] State [redacted] County [redacted] ZIP [redacted]
Buyer's SS# [redacted] CO Buyer's SS#
Buyer's DOB [redacted] CO Buyer's DOB [redacted]

VEHICLE AND REGISTRATION INFORMATION

Year 2016 Make GMC Model Yukon XL Color White Diamond
Type (SW, Sedan, Truck, Van, etc) SUV CYL
Shipping Weight 4 GVW (Trucks)
(MANDITORY) (MANDITORY)
(Circle) NEW or USED VIN 1GKS2BKC1GR [redacted]
(Circle) RETAIL or LEASED Lien (Circle) YES or NO
If Lease - Name of Leasing Company:
Date of Purchase 12/5/15 (Circle) NEW or TRANSFER Plates
If Transferring, Plate # Expiration:
*******Please fax copy of Customer's Registration if Transferring Plates!!!**********
If Customer is Military? (Circle) YES or NO
Plates and Registration to be Mailed to: (Circle) DEALER or CUSTOMER
Purchase Price BEFORE TRADE $ AFTER TRADE $

FAX THIS FORM WITH A BUYERS ORDER TO: (215) 357-1193 FOR QUOTE

Do not write below this line

****

UPS Internet Shipping: View/Print Label

1. **Ensure there are no other shipping or tracking labels attached to your package.** Select the Print button on the print dialog box that appears. Note: If your browser does not support this function select Print from the File menu to print the label.

2. **Fold the printed label at the solid line below.** 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.

3. **GETTING YOUR SHIPMENT TO UPS**
   Customers with a Daily Pickup
   Your driver will pickup your shipment(s) as usual.

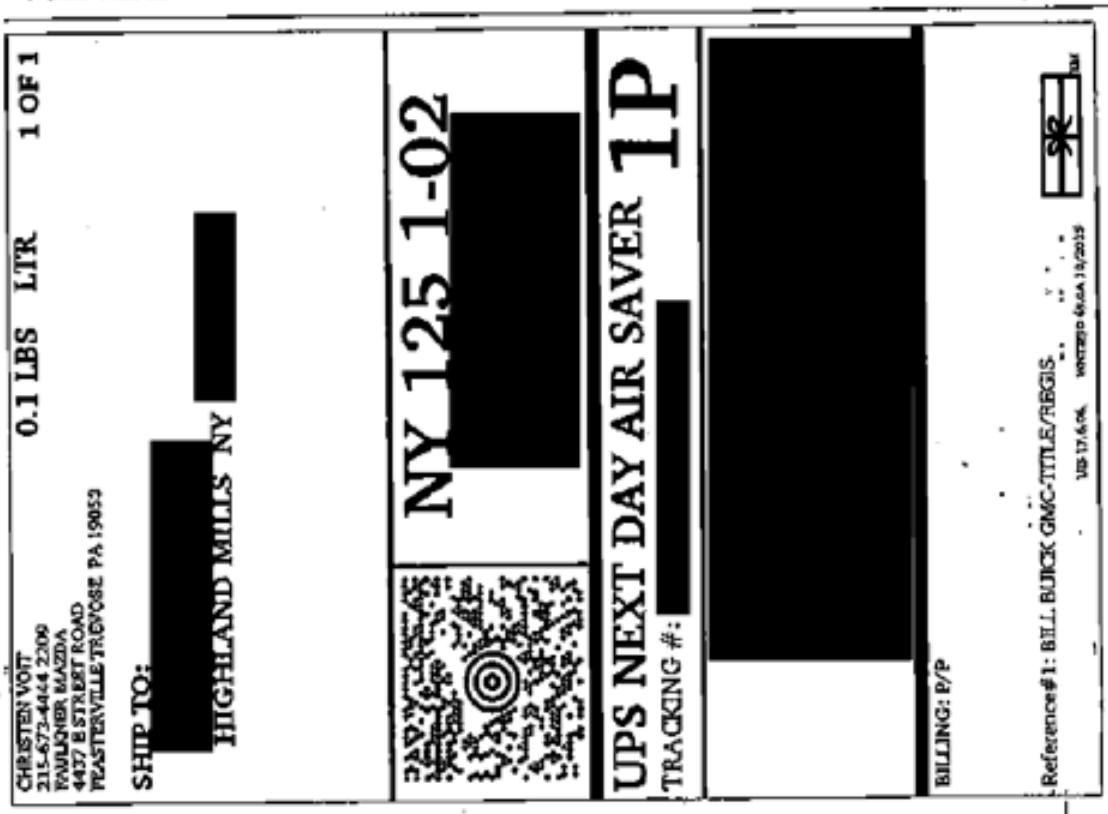
   Customers without a Daily Pickup
   Take your package to any location of The UPS StoreÂ®, UPS Access Point(TM) location, UPS Drop Box, UPS Customer Center, UPS Alliances (Office DepotÂ® or StaplesÂ®) or Authorized Shipping Outlet near you. Items sent via UPS Return Services(SM) (including via Ground) are also accepted at Drop Boxes. To find the location nearest you, please visit the 'Find Locations' Quick link at ups.com. Schedule a same day or future day Pickup to have a UPS driver pickup all of your Internet Shipping packages.
   Hand the package to any UPS driver in your area.

UPS Access Point™
THE UPS STORE
148 EAST STREET RD
FEASTERVILLE TREVOSE ,PA
19053

UPS Access Point™
A PLUS PHARMACY
13023 BUSTLETON AVE
PHILADELPHIA ,PA 19116

UPS Access Point™
BEERTOWN BEVERAGE
12345 ACADEMY RD
PHILADELPHIA ,PA 19154

FOLD HERE



[redacted] 12/21/2015

VS-1677 (10/02)

TAPE THIS CERTIFICATE TO LOWER LEFT CORNER OF THE WINDSHIELD

TEN-DAY TIME EXTENSION FOR MOTOR VEHICLE INSPECTION

STATE OF NEW YORK

RECEIVED
DEC 18 2015
DEPARTMENT OF MOTOR VEHICLES
ALBANY
Commissioner of Motor Vehicles

Date vehicle is registered in New York State: [redacted]

12/17/17

17

[redacted]

NT - SEE BACK!

Keep this document to show to the police and courts.

NEW YORK STATE REGISTRATION DOCUMENT

G PAS
HBB6168
2016 GMC NONTRANSFERABLE
SUBN WH 1GKS2GKC1GR[redacted]
005816 G 8 [redacted] DEC 18 2015
Wt/Seats Fuel/Cyl SMW BLS033

Expires 12/17/1

[redacted] 56.25

ANNUAL CBC

[redacted] VOID IF ALTERED EXCEPT FOR ADDRESS 5578.5

[redacted]

ST-176(MV) NEW YORK STATE
RECEIPT FOR PAYMENT OF SALES TAX
JURIS 3321 RATE 8.125% 5336.01
5121810033 [redacted] SMW

1GKS2GKC1GR[redacted]
[redacted]

P. 8/31

NEW YORK

EMPIRE STATE

Jun. 23. 2017 7:08AM

Power of Attorney

Know All Men By These Presents,

That I/We have made, constituted and appointed, and by these presents do make, constitute and appoint

FAULKNER BUICK GMC

My/Our true and lawful Attorney for Me/Us and in My/Our name(s), place(s), and stead(s) to execute any and all applications for or assignments of Certificate of Title for motor vehicle 2016 Gmc Yukon VIN: 1GKS2GKC1GR[redacted], giving and granting unto My/Our said Attorney full power and authority to do and perform all and every act and thing whatsoever, requisite and necessary to be done, as fully to all intents and purposes as I/We might or could do if personally present.

In Witness Whereof, I/We have hereunto set My/Our hand(s) and seal(s) this 5 TH day of December 2015

Subscribed and sworn to before me this 5 TH day of December, 2015

[redacted] (SEAL)

[redacted] (SEAL)

(Signature of Owner or Owners)

Faulkner Buick GMC of Trevose Inc.

(SEAL)

My Commission Expires

[redacted]

NOTARIAL SEAL
KRISTA A. NEWHOUSE, Notary Public
Bensalem Twp., Bucks County
My Commission Expires January 22, 2018

No. 5449 P. 10/31

Select Incentives

Selection Criteria
Delivery Date: **12/05/2015**
VIN #: **1GKS2GKC1GR[redacted]**
2016 GMC Yukon XL
Inventory Stauts: **New**

Custome location: **ORANGE (10930)**
Delivery Type: **INDIVIDUAL, RETAIL LEASE - INDIVIDUAL**
Order Type: **RETAIL - STOCK**
Dealer:

Selected Incentives
Cash Total: **$0**
Term: **49-60**
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		16-40GFF-002	GM Financial APR Incentive Program	0%		49-60	GM Financial	2015-12-01	2016-01-04	XGA		

Additional Stackable Incentives

Cash	Program Number	Program Name	Rate	Term	Fin Src	Start	End	Incentive Code	Waive SEC DEP	Waive 1st Mon

The information presented on this screen is as of 12/05/2015 04:01 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.

Jun. 23. 2017 7:09AM

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

Copyright © 2011 General Motors

GM CUSTOMER INCENTIVE AND ONSTAR ACKNOWLEDGEMENT

CUSTOMER NAME: [redacted]

VIN: 1 /G /K /S /2 /G /K /C /1 /G /R /[redacted]

Deal # [redacted] Stock # [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
0 %	$0.00	XGA
GM CARD	$257.26	UDP
	$	
	$	
	$	
	$	
Total Incentive Amount Received	$257.26	

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 12/05/15. I [redacted] r(s) ____ and release GM from any future claim or obligation for incentive (s) o

Purchaser/Lessee Signatur [redacted] Date: 12/05/15

Vehicle Software and OnStar Acknowledgement

Vehicle Software Acknowledgement

I agree not to reverse engineer, decompile or copy any of the software in my vehicle (unless otherwise expressly permitted) and agree not to defeat or attempt to defeat any security mechanism in the vehicle software systems.

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 [redacted]

Purchaser/Lessee Signatur [redacted] Date: 12.09.15

The undersigned person, as Dealer representative, certifies that the information on this application is true and correct and the Incentive Payments , OnStar Vehicle Software; OnStar 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: 12.09.15

Dealership Name: FAULKNER BUICK GMC Dealer Code: 115[redacted]

Dealer Note: This is a required document and it must be completed, signed, and retained in EVERY DEAL FILE for all customers even if there are no incentives or rate support available. A copy of the completed form should be provided to the customer. (GM)379509-06013014) Rev 06-01-2014

Card For Redemption

✓ GM COPPER CARD

Cardmember Name [redacted]

Authorization

Authorization Number	AN64842
Incentive Code	UDP
Authorization Amount	$257.26
Authorization Date	12/05/2015
Authorization Time	05:31:50 PM

Vehicle Information

Vehicle Identification Number (VIN)	1GKS2GKC1GR[redacted]
Vehicle Division Code	48
Make	GMC
Model	Yukon XL
Year	2016

Dealer Information

Dealership Name	FAULKNER BUICK GMC
Dealer Representative	Brian Walsh
Dealer Code	10400

After August 1, 2003, Cardmembers who carry the original GM Card (blue) or the GM Gold Card can no longer use their Earnings in conjunction with GM employee or dealership employee purchase programs, or the GM New Vehicle Purchase Program (NVPP).

Cardmembers who carry the GM Card, GM World Card, the GM Check Card or the GM Flexible Earnings Card may not use their Earnings in conjunction with GM employee or dealership employee purchase programs or the GM New Vehicle Purchase Program (NVPP).

No. 5449 P. 13/31

PENFED CREDIT UNION

POWERED BY TRUECar

Guaranteed Savings Certificate

AUTHORIZED FOR

Customer

Faulkner Buick GMC will provide Customer access to **Guaranteed Savings on in-stock new vehicles and factory orders.**

J 9 H 5 M G [redacted]

Certificate is only usable at Faulkner Buick GMC by:

Estimated Savings off MSRP based on your Configured Vehicle. See page 2 for details:

~~2016 GMC Yukon XL~~
4WD SLT

ESTIMATED
~~Savings off MSRP~~
~~$4,246~~

TRUECar. Estimate
$64,264

[redacted]

How to Use Your Certificate

1. **Double check for accuracy!** Please take a quick moment to make sure that the name of the actual person purchasing the car is on your Savings Certificate.

2. **Ask for your Certified Dealer contact.** To use your Savings Certificate, you must ask for your Certified Dealer contact by name.

3. **Bring it with you.** If you forgot to print your Savings Certificate before visiting the dealer, remember there's a link to it in your email. Or, simply text J9H5MG to PRICES (774237) to have your Savings Certificate sent to your mobile phone. Standard data and text messaging fees may apply.

Jun. 23. 2017 7:10AM

This is your **Configured Vehicle.** FACTORY ORDER TIME: 6-12 weeks

PENFED CREDIT UNION
Questions? 1-877-638-4124

Faulkner Buick GMC

MSRP $68,580

2016 GMC Yukon XL
4WD SLT

ESTIMATED
Savings off MSRP
$4,316

TRUECar. Estimate
$64,264

YOUR CONFIGURED VEHICLE INCLUDES

Exterior Color: White Frost Tricoat

Interior Color: Jet Black

Options: Enhanced Security Package (UTT), Engine Block Heater (K05), Open Road Package (PCJ), Sunroof, Power, Tilt-Sliding (CF5), Audio System, 8" Diagonal Color Touch Screen Navigation With IntelliLink (IO6), Entertainment System, Rear Seat Blu-Ray/DVD. (U42)

[redacted]

Base MSRP	$62,550
Factory-Installed Options	+ $4,835
Freight Delivery Charge	+ $1,195
Total MSRP	**$68,580**

Total MSRP
$68,580

Certified Dealer MSRP Discount	- $3,978
Guaranteed Savings	**- $3,978**

ESTIMATED
Savings off MSRP
- $4,316

Factory-Installed Option Discount *Subject to availability of a vehicle matching your preferred options, Faulkner Buick GMC will provide additional savings.*	- $338
Additional Savings	**- $338**

Your Certified Dealer provides additional savings on options! The amount of this savings will vary depending on the options on the vehicle you purchase. For your configured vehicle, this is $338 off of $4,835 MSRP.

TRUECar. Estimate **$64,264**

No Surprises: As a Certified Dealer, Faulkner Buick GMC is committed to total price transparency. This means Faulkner Buick GMC discloses its dealer fees and commonly installed dealer accessories in its pricing estimates. Call 1-877-638-4124 if you have questions or concerns.

Document Preparation Fee	+ $133
Total Dealer Fees	**+ $133**

Dealer Fees
+ $133

Dealer Accessories
+ $0

Estimated
Dealer Price **$64,397**

Values provided are estimates and subject to change based on Dealer inventory, incentive qualifications, customer financing or other unique situations. Dealer Price will depend on actual options and vehicle availability. Incentives subject to Dealer verification.

Residence Phone	Business Phone	Residential Phone	Business Phone
[redacted]		[redacted]	
Email Address		Mobile Phone	
NA			

THIS BUYERS ORDER IS FOR THE FOLLOWING

XX NEW ☐ USED ☐ DEMONSTRATION ☐ CAR ☐ TRUCK ☐ PRIOR USE:

TO BE DELIVERED ON OR ABOUT 05 DEC 2

Year	Make	Model	Type	Trim	Color	Mileage	Stock #
2016	GMC	YUKON	UT		WHITE FROST TRI		[redacted]

TRADE IN RECORD

YR.	MAKE	MODEL	TYPE

COLOR	TRIM	MILEAGE

VIN

TITLE NO.	PLATE NO.	EXP. DATE

OWNER	LOAN #

LIENHOLDER	PHONE

ADDRESS	SPOKE WITH

AMOUNT	GOOD TILL	VERIFIED BY

COLLISION COVERAGE

NAME OF AGENT	PHONE

ADDRESS	

POLICY NUMBER	COLLISION DEDUCTIBLE

INSURANCE CO.	SPOKE WITH

EFFECTIVE DATE	EXP. DATE	VERIFIED BY

WARRANTY INFORMATION

☑ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this tomicle. The seller hereby expressly disclaims all warranties, either expressed 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 this tomicle.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY E[redacted]

PURCHASER'S SIGNATURE

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

PURCHASER'S SIGNATURE X

Purchaser hereby acknowledges to the above clause.

VIN 1 G K S 2 G K C 1 G R [redacted]

PRICE OF VEHICLE	65674.00
0 %	
GM CARD	257.26
Cash Price of Vehicle & Accessories	
Sales Tax	65416.74
County Tax	5316.11
PA Tire Tax	N/A
REGISTRATION N/A TITLE N/A TRANSFER N/A ENCUMBRANCE N/A	N/A
Temporary Registration Plate Fee	500.00
Documentary Fee	N/A
Messenger Fee	N/A
PA On-Line Registration Fee	N/A
Total Price	71231.85

TOTAL CREDIT

Trade-In	N/A
*Payoff Amount Is Subject To Verification — Less Payoff *	N/A
Net Trade In	0.00
Deposit	N/A
Cash on Delivery	5836.00
Net Trade + Deposit + Cash on Delivery = **Total Down Payment**	5836.00
Unpaid Balance of Total Price	65395.85

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

Terms & Conditions

Configured Vehicle – A Configured Vehicle represents the combination of a base model vehicle, plus any preferred factory-installed options and colors selected during the configuration process using PenFed Car Buying Service. The Configured Vehicle is used to produce an Estimated Dealer Price, which is provided by Faulkner Buick GMC as an example of the savings you can expect from the dealership for a similarly configured, in-stock model or factory order. The configuration of a vehicle on the PenFed Car Buying Service website does not imply or guarantee that this specific vehicle is available at the dealer or available for order. If your Configured Vehicle is not in stock at Faulkner Buick GMC, your Certified Dealer Contact can help you with ordering your Configured Vehicle from the manufacturer, if possible. Faulkner Buick GMC may also choose to provide you with new and Pre-Owned Vehicles similar to your Configured Vehicle from its available in-stock inventory.

Vehicle Availability – Faulkner Buick GMC may not have a vehicle with your preferred color or options in stock. Faulkner Buick GMC may be able to order a vehicle that matches your Configured Vehicle, but delivery time may take 8-12 weeks. Limited availability option packages as well as diesel and hybrid engine options may be priced differently by the dealer. Guaranteed Savings may not be available on limited availability trims.

TrueCar Estimate – The TrueCar Estimate for your Configured Vehicle is based on available data relevant to your Configured Vehicle and is provided for informational purposes only. It is not an offer or advertisement of any price from any dealer. Dealer fees and commonly installed accessories are not included in the TrueCar Estimate. A vehicle configured on the TrueCar website may not exist at a Certified Dealer. You must register for the communications platform in order to engage in a one-on-one dialogue with Certified Dealers regarding vehicle pricing and availability. Only a Certified Dealer can provide you with an actual price for a specific vehicle. Each Certified Dealer sets and controls its own pricing, and will confirm actual availability from in-stock inventory or the ability to place a factory order.

Estimated Dealer Price – The Estimated Dealer Price is an estimate of the pricing available to you from your Certified Dealer for your Configured Vehicle. It is not an offer or advertisement of any price from any dealer. Dealer fees and commonly installed accessories are included in the Estimated Dealer Price. Your Configured Vehicle may not exist at a Certified Dealer in which case Faulkner Buick GMC will, at your election and if possible, factory order a vehicle that matches your Configured Vehicle and sell it to you for the Estimated Dealer Price, without any special order fees, subject to any changes in available manufacturer incentives as of the date you take delivery of your vehicle. Only a Certified Dealer can provide you with an actual price for a specific vehicle. Each Certified Dealer sets and controls its own pricing, and will confirm actual availability from in-stock inventory or the ability to place a factory order.

Guaranteed Savings – Your Guaranteed Savings represents the amount that Faulkner Buick GMC guarantees that you will save off of MSRP on any in-stock 2016 GMC Yukon XL 4WD SLT vehicle. This Guaranteed Savings is based on a vehicle without factory or dealer installed options and includes generally available manufacturer incentives. Your actual savings off of MSRP may increase as you add options. MSRP is determined by the manufacturer and may not reflect the price at which vehicles are generally sold in the dealer's trade area.

Additional Savings – Your Additional Savings reflects a discount offered by Faulkner Buick GMC from the MSRP of factory-installed options that you selected for your Configured Vehicle or that are present on an In-Stock Vehicle or factory ordered vehicle. Certain selections you made in connection with your Configured Vehicle may be subject to change or further verification by Faulkner Buick GMC, and may not be available to you if you are determined to be ineligible due to a change in the underlying programs or your failure to meet program criteria including expiration dates. Such selections may have included, but are not limited to, additional manufacturer incentives and limitation of your status as a member of various organizations.

Your Additional Savings is made up of the following:

- **Factory-Installed Option Discount**: Your Configured Vehicle may include factory-installed options. Faulkner Buick GMC may provide savings from the MSRP of any such factory-installed options on your Configured Vehicle, In-stock Vehicle, or factory ordered vehicle. As noted previously, your Configured Vehicle may not be in stock at Faulkner Buick GMC and may not be available for factory order. If you purchase a vehicle from Faulkner Buick GMC that is configured differently from your Configured Vehicle, the amount of your Factory-Installed Option Discount from Faulkner Buick GMC may change.

Other Charges – Your dealer will walk you through PA's tax, title, license, and other governmental fees to arrive at the final out-the-door price of your car. Although you do not pay TrueCar for your use of the service, TrueCar receives a fee from participating dealers in connection with the service.

Terms & Conditions

Configured Vehicle – A Configured Vehicle represents the combination of a base model vehicle, plus any preferred factory-installed options and colors selected during the configuration process using PenFed Car Buying Service. The Configured Vehicle is used to produce an Estimated Dealer Price, which is provided by Faulkner Buick GMC as an example of the savings you can expect from the dealership for a similarly configured, in-stock model or factory order. The configuration of a vehicle on the PenFed Car Buying Service website does not imply or guarantee that this specific vehicle is available at the dealer or available for order. If your Configured Vehicle is not in stock at Faulkner Buick GMC, your Certified Dealer Contact can help you with ordering your Configured Vehicle from the manufacturer, if possible. Faulkner Buick GMC may also choose to provide you with new and Pre-Owned Vehicles similar to your Configured Vehicle from its available in-stock inventory.

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Estimated Dealer Price – The Estimated Dealer Price is an estimate of the pricing available to you from your Certified Dealer for your Configured Vehicle. It is not an offer or advertisement of any price from any dealer. Dealer fees and commonly installed accessories are included in the Estimated Dealer Price. Your Configured Vehicle may not exist at a Certified Dealer in which case Faulkner Buick GMC will at your election and if possible, factory order a vehicle that matches your Configured Vehicle and sell it to you for the Estimated Dealer Price, without any special order fees, subject to any changes in available manufacturer incentives as of the date you take delivery of your vehicle. Only a Certified Dealer can provide you with an actual price for a specific vehicle. Each Certified Dealer sets and controls its own pricing, and will confirm actual availability from in-stock inventory or the ability to place a factory order.

Guaranteed Savings – Your Guaranteed Savings represents the amount that Faulkner Buick GMC guarantees that you will save off of MSRP on any in-stock 2016 GMC Yukon XL 4WD SLT vehicle. This Guaranteed Savings is based on a vehicle without factory or dealer installed options and includes generally available manufacturer incentives. Your actual savings off of MSRP may increase as you add options. MSRP is determined by the manufacturer and may not reflect the price at which vehicles are generally sold in the dealer's trade area.

Additional Savings – Your Additional Savings reflects a discount offered by Faulkner Buick GMC from the MSRP of factory-installed options that you selected for your Configured Vehicle or that are present on an In-Stock Vehicle or factory ordered vehicle. Certain selections you made in connection with your Configured Vehicle may be subject to change or further verification by Faulkner Buick GMC, and may not be available to you if you are determined to be ineligible due to a change in the underlying programs or your failure to meet program criteria including expiration dates. Such selections may have included, but are not limited to, additional manufacturer incentives and indication of your status as a member of various organizations.

Your Additional Savings is made up of the following:

- **Factory-Installed Option Discount**: Your Configured Vehicle may include factory-installed options. Faulkner Buick GMC may provide savings from the MSRP of any such factory-installed options on your Configured Vehicle, In-Stock Vehicle, or factory ordered vehicle. As noted previously, your Configured Vehicle may not be in stock at Faulkner Buick GMC and may not be available for factory order. If you purchase a vehicle from Faulkner Buick GMC that is configured differently from your Configured Vehicle, the amount of your Factory-Installed Option Discount from Faulkner Buick GMC may change.

Other Charges – Your dealer will walk you through PA's tax, title, license, and other governmental fees to arrive at the final out-the-door price of your car. Although you do not pay TrueCar for your use of the service, TrueCar receives a fee from participating dealers in connection with the service.

City Highland Mills

County Orange

2016 YUKON XL - 4WD SLT — GENERAL MOTORS LLC
G1W WHITE FROST TRICOAT /V8G
M2X JET BLACK — REMANUFACTURING CENTER
ORDER NO. 88TXHJ/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S2GK C1 GR[redacted] — VEHICLE INVOICE [redacted]
**********0186******48*10400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15906 YUKON XL - 4WD SLT	62550.00	58171.50	INVOICE 08/26/15
C6H GVW RATING-7,500 LBS	N/C	N/C	SHIPPED 08/26/15
G1W WHITE FROST TRICOAT	995.00	905.45	EXP I/T 09/11/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	INT COM 09/11/15
			PRC EFF 08/26/15
			KEYS XXXXX XXXXX
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-F QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: ALLY - 020
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	CHG-TO 10-400
			SHIP WT: 5816
			HP: 45.7
			GVWR: 7500
			GAWR.FT: 3600
			GAWR.RR: 4200
			EMPLOY: 62711.11
			SUPPLR: 65265.95
			NTR: 1/2
			DAN: LTOR2
			EMPINC: 3985.34
RD5 WHEELS, 20" POLISHED ALUMINUM (REPLACES STANDARD WHEEL)	1400.00	1274.00	SUPINC: 1430.50
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
Y66 ADAPTIVE CRUISE CONTROL AUTOMATICALLY ADJUSTS SPEED * BRAKES, 4-WHEEL DISC ANTILOCK, VAC POWER * ADAPTIVE CRUISE CONTROL * COLLISION AVOIDANCE SENSOR	995.00	905.45	
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	
TOTAL MODEL & OPTIONS	68795.00	63870.95	ACT 237 63002.10
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2063.85
DEALER IMR CONTRIBUTION		687.95	ADV 261 687.95
LMA GROUP CONTRIBUTION		859.94	EXP 65A 859.94
TOTAL	69990.00	66613.84	PAY 310 66613.84
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT.		63611.74	

65,674

****
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.

FAULKNER BUICK GMC

REMIT TO ALLY NO. 020
VIN 1GKS2GKC1GR138515
$ 66613.84 INV 5AD25911517
DUE 09/11/15 DEALER 10-400

Without

[redacted] 12/5/2015

TREVOSE, PA 19053
(215) 364-7720
www.faulknerautogroup.com

DEAL#: 154989

Date 05 DEC 2015 Dealership Name FAULKNER BUICK GMC Salesperson WALSH,BRIAN

Buyer's Name	Co-Buyer's Name
Street	Street
City	City
Business Phone	Business Phone
Mobile Phone	Mobile Phone

THIS BUYERS ORDER IS FOR THE FOLLOWING
☐NEW ☐USED ☐DEMONSTRATION ☐CAR ☐TRUCK ☐PRIOR USE:

TO BE DELIVERED ON OR ABOUT 05 DEC 201

Year	Make	Model	Type	Trim	Color	Mileage	Stock #
2016	GMC	YUKON	SLT		WHITE FROST PRI		

VIN 1GKS2GKC1GR

TRADE IN RECORD

YR.	MAKE	MODEL
DOORS	TRIM	MILEAGE
VIN		
PYMT/WK	PAYS NO.	BAL DATE
OWNER	LOAN #	
LIENHOLDER	PHONE	
ADDRESS	SPOKE WITH	
AMOUNT	GOOD TILL	VERIFIED BY

COLLISION COVERAGE

NAME OF AGENT	PHONE
ADDRESS	
POLICY NUMBER	COLLISION DEDUCTIBLE
INSURANCE CO.	SPOKE WITH
EFFECTIVE DATE	EXPIRATION	VERIFIED BY

WARRANTY INFORMATION

☑ FACTORY WARRANTY - The manufacturer's warranty constitutes all of the warranties with respect to the sale of this merchandise. The seller hereby expressly disclaims all warranties, either expressed 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 this merchandise.

☐ USED CAR WARRANTY - Used car is covered by a limited warranty detailed in a separate document. You may obtain a full copy of any applicable warranty from us.

☐ AS IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER WILL BEAR THE ENTIRE EXPENSE OF REPAIRING OR CORRECTING ANY DEFECT THAT PRESENTLY EXISTS OR ARISES.

PURCHASER'S SIGNATURE X

USED CAR BUYERS GUIDE: THE INFORMATION YOU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

PURCHASER'S SIGNATURE X

Purchase not formally accepted until verification by the above dealer.

PRICE OF VEHICLE	65624.00
O K	
GM CARD	257.26
Cash Price of Vehicle & Accessories	
Sales Tax	65416.74
County Tax	5315.11
PA Title Tax	N/A
REGISTRATION N/A TITLE N/A TRANSFER N/A ENCUMBRANCE N/A	N/A
Temporary Registration Plate Fee	500.00
Documentary Fee	N/A
Messenger Fee	N/A
PA On-Line Registration Fee	N/A
Total Price	71231.85
Trade-In	N/A
*Payoff Amount Is Subject To Verification — Less Payoff *	N/A
Net Trade In	0.00
Deposit	N/A
Cash on Delivery	5836.00
Net Trade + Deposit + Cash on Delivery * Total Down Payment	5836.00
Unpaid Balance of Total Price	65395.85

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

☐ BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.
BUYER HAS READ AND AGREES TO THE TERMS AND CONDITIONS IN THIS AGREEMENT.

BUYER SIGNS X DATE 12/05/15

CO-BUYER SIGN DATE 12/05/15

MANAGER'S APPROVAL (Must Be Accepted By An Authorized Representative of the Dealer)

THE PRINTED FORMS DO NOT CONSTITUTE LEGAL ADVICE AND YOU SHOULD NOT RELY ON THEM FOR PURPOSES OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

Faulkner
BUICK GMC
TO BE SURE

FAULKNER BUICK GMC OF TREVOSE, INC.
4427 STREET ROAD, TREVOSE, PA 19053

[redacted]

AMOUNT	PAID BY	COMMENT
2,836.00	CARD	

[redacted]

[redacted]

TOTAL RECEIVED: $2,836.00

DATE-TIME: 09DEC2015 18:37
CASHIER: GH
LOCATION:
CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
11	56	11	2250	2,836.00		
		11	2100	-2,836.00	1004718	

CASH
RECEIPT

Copyright 2014 CDC Global, LLC CASH RECEIPT - CR1C - 04/2014

ACCOUNTING COPY

Faulkner
BUICK GMC
TO BE SURE

FAULKNER BUICK GMC OF TREVOSE, INC.
4427 STREET ROAD, TREVOSE, PA 19053

[redacted]

AMOUNT	PAID BY	COMMENT
3,000.00	CARD	

[redacted]

TOTAL RECEIVED: $3,000.00

DATE-TIME: 09DEC2015 18:32
CASHIER: GH
LOCATION:
CASH DRAWER:

ACCOUNTING DISTRIBUTION

CO	JOURNAL	CO	ACCOUNT	AMOUNT	CONTROL	CONTROL2
11	56	11	2250	3,000.00		
		11	2100	-3,000.00	1004718	

CASH
RECEIPT

Copyright 2014 CDK Global, LLC CASHRECEIPT - CRIC - [redacted]

ACCOUNTING COPY

NEW YORK STATE INSURANCE IDENTIFICATION CARD

PROGRESSIVE®

678 Progressive Advanced Insurance Co
Name & Address of Issuer

Progressive Advanced Insurance Co
6300 Wilson Mills Road
Mayfield Village, Ohio 44143

Policy Number [redacted]

Effective Date 12/09/2015 12:01 a.m.
Expiration Date 06/09/2016 12:01 a.m.
(Not acceptable to obtain registration after 45 days from effective date.)

An authorized NEW YORK Insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the NEW YORK Vehicle and Traffic Law to:

[redacted]

Applicable with respect to the following Motor Vehicle:

2016 Year
Gmc Make
1GKS2GKC1G[redacted] Vehicle Identification Number

THIS ID CARD MUST BE CARRIED IN THE INSURED VEHICLE FOR PRODUCTION UPON DEMAND

WARNING: Any person who issues or produces an ID card knowing that an Owner's Policy of Insurance is not in effect may be committing a misdemeanor. In addition, a person who presents an ID card if insurance is not in effect may be committing a misdemeanor.

The name of the registrant and the name of the insured must coincide.

REPLACEMENT VEHICLE NOTATION: DMV WILL ONLY PROCESS A VEHICLE CHANGE (RE-REGISTRATION) USING THE REPLACED VEHICLE'S CURRENT REGISTRATION.

PI-10

NEW YORK STATE INSURANCE IDENTIFICATION CARD

PROGRESSIVE®

678 Progressive Advanced Insurance Co
Name & Address of Issuer

Progressive Advanced Insurance Co
6300 Wilson Mills Road
Mayfield Village, Ohio 44143

Policy Number [redacted]

Effective Date 12/09/2015 12:01 a.m.
Expiration Date 06/09/2016 12:01 a.m.
(Not acceptable to obtain registration after 45 days from effective date.)

An authorized NEW YORK Insurer has issued an Owner's Policy of Liability Insurance complying with Article 6 (Motor Vehicle Financial Security Act) of the NEW YORK Vehicle and Traffic Law to:

[redacted]

Applicable with respect to the following Motor Vehicle:

2016 Year
Gmc Make
1GKS1GKC1G[redacted] Vehicle Identification Number

THIS ID CARD MUST BE CARRIED IN THE INSURED VEHICLE FOR PRODUCTION UPON DEMAND

WARNING: Any person who issues or produces an ID card knowing that an Owner's Policy of Insurance is not in effect may be committing a misdemeanor. In addition, a person who presents an ID card if insurance is not in effect may be committing a misdemeanor.

The name of the registrant and the name of the insured must coincide.

REPLACEMENT VEHICLE NOTATION: DMV WILL ONLY PROCESS A VEHICLE CHANGE (RE-REGISTRATION) USING THE REPLACED VEHICLE'S CURRENT REGISTRATION.

PI-10

[redacted]

FAX INSTRUCTIONS:

1. The entire page must be faxed.
2. If submitted to DMV, either the entire page or the second ID card and large scannable bar code will be retained.
3. A faxed ID card must be replaced with a scannable ID card within 14 days of the effective date.
4. DMV will not accept a faxed ID card without a scannable barcode

Power of Attorney

Know All Men By These Presents,

That I/We have made, constituted and appointed, and by these presents do make, constitue and appoint

FAULKNER BUICK GMC

My/Our true and lawful Attorney for Me/Us and in My/Our name(s), place(s), and stead(s) to execute any and all applications for or assignments of Certificate of Title for motor vehicle 2016 Gmc Yukon VIN: 1GKS2GKC1GR[redacted], giving and granting unto My/Our said Attorney full power and authority to do and perform all and every act and thing whatsoever, requisite and necessary to be done, as fully to all intents and purposes as I/We might or could do if personally present.

In Witness Whereof, I/We have hereunto set My/Our hand(s) and seal(s) this 5 TH day of December 2015

Subscribed and sworn to before me this 5 TH day of December, 2015

[redacted] (SEAL)

(SEAL) Faulkner Buick GMC of Trevose Inc. 85-6582FA

My Commission Expires

(SEAL)

(Signature of Owner or Owners)

[redacted]

COMMONWEALTH OF PENNSYLVANIA
NOTARIAL SEAL
KRISTA A. NEWHOUSE, Notary Public
Bensalem Twp., Bucks County
My Commission Expires January 22, 2018

MSRP: $69,990

2016 GMC Yukon XL

4WD SLT

1GKS2GKC1GR[redacted]

View Details

IN STOCK

Estimated
Savings off MSRP

$4,415

TRUECar.Estimate

$65,575

THIS IN-STOCK VEHICLE INCLUDES

Exterior Color: White Frost Tricoat

Interior Color: Jet Black

Options: WHEELS, 20" X 9" (50.8 CM X 22.9 CM) POLISHED ALUMINUM, WHEELS, 20" X 9" (50.8 CM X 22.9 CM) POLISHED ALUMINUM, AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH SCREEN NAVIGATION WITH INTELLILINK, OPEN ROAD PACKAGE, AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH SCREEN NAVIGATION WITH INTELLILINK, OPEN ROAD PACKAGE, SUNROOF, POWER, TILT-SLIDING, ENTERTAINMENT SYSTEM, REAR SEAT BLU-RAY/DVD., SUNROOF, POWER, TILT-SLIDING, ENTERTAINMENT SYSTEM, REAR SEAT BLU-RAY/DVD., ADAPTIVE CRUISE CONTROL, ADAPTIVE CRUISE CONTROL

View Estimate Details»

This **In-Stock Vehicle** is similar to your Configured Vehicle.

MSRP: $57,735

2016 GMC Yukon XL

4WD SLE

1GKS2FKC8GR[redacted]

View Details

Never overpay. Access your dealers TrueCar Price for every new car on the lot.

POWERED BY TRUECar.

In this case, the TrueCar Estimate including Document Preparation Fee ($133) and Accessories ($0) is $64,397.

*The TrueCar Estimate excludes dealer fees, dealer-installed accessories, applicable tax, title, licensing, other state and governmental charges and/or fees, and any other charges and/or fees allowed by law, and is subject to change based on currently valid incentives.

You received this email because you submitted your contact information to one or more motor vehicle dealers through the PenFed Car Buying Service, operated by TrueCar, Inc. ("TrueCar"). TrueCar does not broker, sell, or lease motor vehicles. Because the options and colors you selected may not be available in your exact preferred configuration, your actual price may go up or down when your savings are applied to a differently equipped, qualified in-stock vehicle.

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Faulkner Auto Group
TO BE SURE.
2727 Street Rd. • TREVOSE, PA 19053
(215) 364-7720
www.faulknerautogroup.com

DEAL#: [redacted]

Date 05 DEC 2015 Dealership Name FAULKNER BUICK GMC Salesperson WALSH, BRIAN

Buyer's Name	Co-Buyer's Name
[redacted]	[redacted]
Street [redacted]	Street [redacted]
City [redacted] State [redacted] Zip [redacted]	City [redacted] State [redacted] Zip [redacted]
Residential Phone [redacted] Business Phone	Residential Phone [redacted] Business Phone
Email Address [redacted] Mobile Phone	Email Address N/A Mobile Phone

THIS BUYERS ORDER IS FOR THE FOLLOWING
☐NEW ☐USED ☐DEMONSTRATION ☐CAR ☐TRUCK ☐PRIOR USE:

TO BE DELIVERED ON OR ABOUT 05 DEC 201

Year	Make	Model	Type	Trim	Color	Mileage	Stock #
2016	GMC	YUKON	UT		WHITE FROST TRI		[redacted]

TRADE IN RECORD

NO.	MAKE	MODEL	TYPE

COLOR | TRIM | MILEAGE

VIN

TITLE NO. | PLATE NO. | EXP. DATE

OWNER | LOAN #

LIENHOLDER | PHONE

ADDRESS | SPOKE WITH

PAYOFF | GOOD TIL | VERIFIED BY

COLLISION COVERAGE

NAME OF AGENT | PHONE

ADDRESS

POLICY NUMBER | COLLISION DEDUCTIBLE

INSURANCE CO. | SPOKE WITH

EFFECTIVE DATE | EXP. DATE | VERIFIED BY

WARRANTY INFORMATION

☑ FACTORY WARRANTY - The manufacturer's warranty proposes all of the warranties with respect to the sale of the Vehicle. The seller hereby expressly disclaims all warranties, either express and 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 this Vehicle.

☐ USED CAR WARRANTY - Used car is covered by a listed warranty detailed in a separate document. You may obtain a full copy of any applicable warranty upon on.

☐ AS-IS - THIS MOTOR VEHICLE IS SOLD "AS IS" WITHOUT ANY WARRANTY EITHER EXPRESSED OR IMPLIED. THE PURCHASER SHALL PAY THE COSTS OF ANY REPAIRS OR SERVICING AFTER THE SALE. PURCHASER ACKNOWLEDGES THAT SELLER HAS MADE NO REPRESENTATION OR PROMISE CONCERNING ANY DEFECT THAT PRESENTLY EXISTS

PURCHASER'S SIGNATURE X [redacted]

USED CAR BU[redacted]OU SEE ON THE WINDOW FORM FOR THIS VEHICLE IS PART OF THE CONTRACT. INFORMATION ON THE WINDOW FORM OVERRIDES ANY CONTRARY PROVISIONS IN THE CONTRACT OF SALE.

GUÍA PARA COMPRADORES DE VEHÍCULOS USADOS. LA INFORMACIÓN QUE VE EN EL FORMULARIO DE LA VENTANILLA PARA ESTE VEHÍCULO FORMA PARTE DEL PRESENTE CONTRATO. LA INFORMACIÓN DEL FORMULARIO DE LA VENTANILLA DEJA SIN EFECTO TODA DISPOSICIÓN EN CONTRARIO CONTENIDA EN EL CONTRATO DE VENTA.

If you cancel this purchase agreement or refuse to take delivery of the vehicle ordered, except as permitted by law, you shall, at our option, forfeit as damages the amount of $

PURCHASER'S SIGNATURE X

Purchaser hereby acknowledges to the above clause.

VIN 1[redacted]

PRICE OF VEHICLE	65674.00
0 %	
GM CARD	257.26
Cash Price of Vehicle & Accessories	
Sales Tax	65416.74
County Tax	6315.12
PA Tire Tax	N/A
REGISTRATION N/A TITLE N/A TRANSFER N/A ENCUMBRANCE N/A	N/A
Temporary Registration Plate Fee	500.00
Documentary Fee	N/A
Messenger Fee	N/A
PA On-Line Registration Fee	N/A
Total Price	71231.86
Trade-In	N/A
*Payoff Amount is Subject To Verification — Less Payoff *	N/A
Net Trade In	0.00
Deposit	N/A
Cash on Delivery	5836.00
Net Trade + Deposit + Cash on Delivery * Total Down Payment	5836.00
Unpaid Balance of Total Price	65395.86

Buyer agrees that this Agreement includes all of the terms and conditions on the front and back side hereof, that this Agreement cancels and supersedes any prior agreement including oral agreements, and as of the date below comprises, with any retail installment sale contract, the complete and exclusive statement of the terms of the agreement relating to the subject matters covered by this Agreement. Buyer, by signing this Agreement, acknowledges that he has read its terms and has received a true copy of this Agreement.

This Agreement is not binding upon either Dealer or Buyer until signed by an authorized Dealer representative. YOU, THE BUYER, MAY CANCEL THIS AGREEMENT AND RECEIVE A FULL REFUND ANY TIME BEFORE RECEIPT OF A COPY OF THE AGREEMENT SIGNED BY AN AUTHORIZED DEALER REPRESENTATIVE BY GIVING WRITTEN NOTICE OF CANCELLATION TO DEALER.

☐ BUYER ACKNOWLEDGES THAT IF THIS BOX IS CHECKED, THIS AGREEMENT CONTAINS AN ARBITRATION CLAUSE.
BUYER HAS READ [redacted] ALL TERMS AND CONDITIONS IN THIS AGREEMENT.

BUYER SIGNS X [redacted] DATE 12/05/15

CO-BUYER SIGNS [redacted] DATE 12/05/15

MANAGER'S APPE[redacted] (Must Be Accepted By An Authorized Representative of the Dealer)

©[redacted] The Reynolds and Reynolds Company FORM 1[redacted] (0113)

THE DEALER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONDITION OR ACCURACY FOR PURPOSE OF THIS FORM. CONSULT YOUR CALIFORNIA COUNSEL.

Buyer Name and Address	Co-Buyer Name and Address	Seller-Creditor (Name and Address)
[redacted]	[redacted]	FAULKNER BUICK GMC 4427 E.STREET ROAD TREVOSE, PA 19053

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	Mfg Gross Vehicle Weight	Vehicle Identification Number	Primary Use For Which Purchased
NEW	2016	GMC YUKON		1GKS2GKC1G[redacted]	Personal, family, or household unless otherwise indicated below ☐ business ☐ agricultural ☐ _____

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 $ 6093.26
0.00 %	$ 0.00	$ 65395.85	$ 65395.85	$ 71489.11

Your Payment Schedule Will Be:

Number of Payments	Amount of Payments	When Payments Are Due
59	1089.93	Monthly beginning 01/19/2016
1	1089.58	Due on: 12/19/2020

Or As Follows: N/A

Late Charge. If payment is not paid in full within 10 days after it is due, you will pay a late charge. If the vehicle is a heavy commercial motor vehicle, the charge will be 4% of the part of the payment that is late. Otherwise, the charge will be 5% of the part of the payment that is late.

Prepayment. If you pay off all your debt early, you will not have to pay a penalty.

Security Interest. You are giving a security interest in the vehicle being purchased.

Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date and security interest.

ITEMIZATION OF AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1 Cash Price		
Vehicle		$ 65674.00
Accessories and Installation		$ N/A
Government Taxes		$ 5915.11
Vehicle Delivery		$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
to N/A	for N/A	$ N/A
		$ 70989.11 (1)
2 Total Downpayment =		
Trade-in N/A		
Trade-in Year N/A Make (Model) (VIN)		
Gross Trade-in Allowance		$ N/A
Less Pay Off Made by Seller		$ N/A
Equals Net Trade-in		$ N/A
+ Cash		$ 5836.00
+ Other REBATE		$ 257.26
(If total downpayment is negative, enter "0" and see 4A below)		$ 6093.26 (2)
3 Unpaid Balance of Cash Price (1 minus 2)		$ 64895.85 (3)
4 Other Charges Including Amounts Paid to Others on Your Behalf		
A Cost of Optional Credit Insurance Paid to Insurance Company or Companies		
Life _____ Term	$ N/A	
Disability _____ Term	$ N/A	
		$ N/A

Insurance. You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

If any insurance is checked below, policies or certificates from the named insurance companies will be subject to the terms and conditions.

Check the insurance you want and sign below:

Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both

☐ Credit Disability: ☐ Buyer ☐ Co-Buyer ☐ Both

Premium:
Credit Life $ N/A
Credit Disability $ N/A

Insurance Company Name: N/A

Home Office Address: N/A

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life insurance 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. If you choose this insurance, the cost is shown in Item 4A of the Itemization of Amount Financed. Credit life insurance pays the unpaid part of the Amount Financed if you die. This insurance pays only the amount you would owe if you paid all your payments as due. Credit disability insurance pays the scheduled payments due under this contract while you are disabled. This insurance does not cover any increase in your payment as in the number of payments. The policies or certificates issued by the named insurance companies may further limit the coverage that credit life insurance or credit disability insurance provides. See the policies or certificates for coverage limits or other terms and conditions.

Other Optional Insurance

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Description of Coverage N/A
Insurance Company Name N/A
Home Office Address N/A

☐ N/A (Type of Insurance) N/A (Term)
Premium $ N/A
Description of Coverage N/A
Insurance Company Name N/A
Home Office Address N/A

Other optional insurance is not required to obtain credit. Your decision to buy or not buy other optional insurance will not be a factor in the credit approval process. It will not be provided

(Customer) Creditor Fee			
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
D Optional Gap Contract		$	N/A
E Government Taxes Not Included in Cash Price		$	N/A
F Government License and/or Registration Fees			
to LTC		$	N/A
G Government Certificate of Title Fees			
to N/A			
Includes $ ____ Security Interest recording fee)		$	500.00
H Other Charges (Seller must identify who is paid and describe purpose)			
to N/A	for Prior Credit or Loans Balance	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
to N/A	for N/A	$	N/A
Total Other Charges and Amounts Paid to Others on Your Behalf		$	500.00 (H)
I Amount Financed (B + H)		$	65395.05 (I)
J Finance Charge		$	0.00 (J)
K Total of Payments-Time Balance (I + J)		$	65395.05 (K)

Buyer Signature _____ Date _____

X N/A
Co-Buyer Signature _____ Date _____

THIS INSURANCE DOES NOT INCLUDE INSURANCE ON YOUR LIABILITY FOR BODILY INJURY OR PROPERTY DAMAGE CAUSED TO OTHERS.

Returned Check Charge: You agree to pay the most we lawfully may in return if any check you give us is dishonored.

OPTIONAL GAP CONTRACT. A gap contract might cancel/void 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 "G" of the Itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. If it is part of this contract.

Term N/A Mm. N/A
Name of Gap Contract

I want to buy a gap contract.

Buyer Signs X _____

If you do not meet your contract obligations, you may lose the vehicle.

OPTION: ☐ You pay no finance charge if the Amount Financed, Item I, is paid in full on or before _____. Year _____. SELLER'S INITIALS _____

NO COOLING OFF PERIOD

State law does not provide for a "cooling off" or cancellation period for this sale. After you sign this contract, you may only cancel it if the seller agrees or for legal cause. You cannot cancel this contract simply because you change your mind. This notice does not apply to home solicitation sales.

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the e[redacted]g to this contract, [redacted] writing and may not sign it. No oral changes are binding. Buyer Signs X [redacted] Co-Buyer Signs [redacted]
If any part of this contract is not valid, all other parts stay valid. We may d[redacted] rights under this [redacted] example, we may extend the time for making some payments without extending the time for making others.
You authorize us to obtain information about you, or the vehicle you are buying, from the state motor vehicle department or other motor vehicle registration authorities.
See back for other important agreements.

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.

NOTICE TO BUYER. DO NOT SIGN THIS CONTRACT IN BLANK. YOU ARE ENTITLED TO AN EXACT COPY OF THE CONTRACT YOU SIGN. KEEP IT TO PROTECT YOUR LEGAL RIGHTS. ANY HOLDER OF THIS CONSUMER CREDIT CONTRACT IS SUBJECT TO ALL CLAIMS AND DEFENSES WHICH THE BUYER COULD ASSERT AGAINST THE SELLER OF GOODS OR SERVICES OBTAINED PURSUANT HERETO OR WITH THE PROCEEDS HEREOF. RECOVERY HEREUNDER [redacted] EXCEED AMOUNTS PAID BY T[redacted]

Buyer Signs X [redacted] Date 12/05/15 Co-Buyer Signs [redacted] Date 12/05/15

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 Signs X [redacted] Date 12/05/15 Co-Buyer Signs [redacted] Date 12/05/15

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 signs here X
Seller Signs FAULKNER BUICK GMC Date 12/05/15 Address X [redacted]

Seller assigns by interest in this contract to GENERAL MOTORS FINANCIAL (Assignee) under the terms of Seller's agreement(s) with Assignee.

☐ Assigned with recourse
FAULKNER BUICK GMC

☐ Assigned with limited recourse
F&I MANAGER

Seller By [redacted] Title

LAW FORM NO. 553-PA [illegible]

ORIGINAL LIENHOLDER

OTHER IMPORTANT AGREEMENTS [illegible]

Credit Application: Applicant

Title (optional)	Last Name	First	Middle	Suffix	Date of Birth	Soc. Sec. #
[redacted]					[redacted]	[redacted]

Present Address Line 1	Time at Present Address	Driver's License # / State
[redacted]	12 years 0 months	

Present Address Line 2	City	County	State	ZIP
	[redacted]			

Previous Address Line 1	Time at Previous Address	Present Address Urbanization Code

Previous Address Line 2	City	State	ZIP

Home Phone	Cellular Phone
[redacted]	

Education

No. of Dependents	Preferred Email

Current Employment Title	Employment Status	Employment Type
MANAGER	Full Time	

Current Employer
[redacted]

Current Employer Address Line 1

Current Employer Address Line 2	City	State	ZIP

Current Employer Phone Number	Business Ph. Ext.#	Time at Current Job	Business Email Address
[redacted]		22 years 0 months	

Previous Employer	Previous Occupation	Previous Employer Phone Number	Time at Previous Job

Previous Employer Address Line 1

Previous Employer Address Line 2	City	State	ZIP

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Gross Income	Income Received	Other Income Source	Other Income	Other Income Received	Monthly Support/Alimony Received
$6,250.00	Monthly				

Residence Type
Owns home outright

Landlord Name / Mortgage Co.	Landlord / Mortgage Phone Number	Monthly Rent / Mortgage Payment
		$0.00

Bank Name	Bank Account Type Code

Creditor Reference #1 - Name / Address	Creditor Balance #1	Creditor Monthly Payment #1

Creditor Reference #2 - Name / Address	Creditor Balance #2	Creditor Monthly Payment #2

Company Financing Auto Loan	Previous Auto Loan Acct #	Previous Auto Loan Balance	Previous Auto Loan Monthly Payment

Nearest Relative Last Name	First	Nearest Relative Address Line 1	Relationship	Phone #

Nearest Relative Address Line 2	City	State	ZIP

Additional Reference #1 - Last Name	First Name	Address	City	State	ZIP	Phone

Additional Reference #2 - Last Name	First Name	Address	City	State	ZIP	Phone

Bankruptcy Indicator	Bankruptcy Date	Repossession Indicator	Repossession Date
Has not declared bankruptcy		Has not experienced repossession	[redacted]

RouteOne

Credit Application: Co-Applicant

Title* (optional)	Last Name	First	Initial	Suffix	Date of Birth	Soc. Sec. #
	[redacted]				[redacted]	[redacted]

Present Address Line 1	Time at Present Address	Driver's License # / State
[redacted]	7 years 0 months	

Present Address Line 2	City	County	State	ZIP
	[redacted]			

Relationship code	Relationship	Present Address Urbanization Code
Other	FAMILY	

Previous Address Line 1	Time at Previous Address

Previous Address Line 2	City	State	ZIP

Home Phone	Cellular Phone
[redacted]	[redacted]

Education	No. of Dependents	Preferred Email

Current Employment Title	Employment Status	Employment Type
ENGINEER	Full Time	

Current Employer
LOCAL 15

Current Employer Address Line 1

Current Employer Address Line 2	City	State	ZIP

Current Employer Phone Number	Business Ph. Ext.#	Time at Current Job	Business Email Address
[redacted]		16 years 0 months	

Previous Employer	Previous Occupation	Previous Employer Phone Number	Time at Previous Job

Previous Employer Address Line 1

Previous Employer Address Line 2	City	State	ZIP

Alimony, child support, or separate maintenance income need not be revealed if you do not wish to have it considered as a basis for repaying this obligation.

Gross Income	Income Received	Other Income Source	Other Income	Other Income Received	Monthly Support/Alimony Received
$12,500.00	Monthly				

Residence Type
Buying home

Landlord Name / Mortgage Co.	Landlord / Mortgage Phone Number	Monthly Rent / Mortgage Payment
		$2,400.00

Bank Name	Bank Account Type Code

Creditor Reference #1 - Name / Address	Creditor Balance #1	Creditor Monthly Payment #1

Creditor Reference #2 - Name / Address	Creditor Balance #2	Creditor Monthly Payment #2

Company Financing Auto Loan	Previous Auto Loan Acct #	Previous Auto Loan Balance	Previous Auto Loan Monthly Payment

Bankruptcy Indicator	Bankruptcy Date	Repossession Indicator	Repossession Date
Has not declared bankruptcy		Has not experienced repossession	

Credit Application

RouteOne Disclosure:

New York Residents — Consumer reports may be requested in connection with this application. Upon your request, you will be informed as to whether or not a consumer report was requested and informed of the name and address of the consumer reporting agency that furnished the report. On any update, renewal or extension of this credit, subsequent consumer reports may be requested.

Joint Credit Intention Signature

[X] This is an application for joint credit with another person.

We intend to apply for joint credit.

Applicant: By [redacted] Date 12/5

Co-Applicant: By [redacted] Date 12/5

IMPORTANT INFORMATION ABOUT PROCEDURES FOR OPENING A NEW ACCOUNT -
To help the government fight the funding of terrorism and money laundering activities, Federal law requires all financial institutions to obtain, verify, and record information that identifies each person who opens an account. What this means for you: When you open an account, we will ask for your name, address, date of birth, and other information that will allow us to identify you. We may also ask to see your driver's license or other identifying documents.

By signing this application:

I authorize dealer and any finance company, bank or other financial institution to which the Dealer submits my application ("you") to investigate my credit and employment history, obtain credit reports, and release information about your credit experience with me as the law permits.

I further authorize you to forward my application and all related information to other creditors for evaluation as a method of effectuating my request for credit.

If an account is created, I authorize you to obtain credit reports for the purpose of reviewing or taking collection action on the account, or for other legitimate purposes associated with the account.

Monitoring, Recording, and Collection Communications

I agree that you, your affiliates, agents and service providers may monitor and record telephone calls regarding my account to assure the quality of your service or for other reasons. I also expressly consent and agree to you, your affiliates, agents and service providers using written, electronic or verbal means to contact me as the law allows. This consent includes, but is not limited to, contact by manual calling methods, prerecorded or artificial voice messages, text messages, emails and/or automatic telephone dialing systems. I agree you, your affiliates, agents and service providers may do so using any e-mail address or any telephone number I provide, now or in the future, including a number for a cellular phone or other wireless device, regardless of whether I incur charges as a result.

I certify that I have read and agree to the terms of this application and that the information in it is complete and true.

If you sign this credit application electronically, you intend that process to be your electronic signature on an electronic application, acknowledge receipt of all disclosures provided on the credit application, and give your authorization and consent to the recipient(s) of this application to take the actions identified in the credit application.

PE18-012

GM

3-27-2019

Q3

Columbus copy document requested by vcpuge at 10:04:15 AM on 8/10/2017

2016 YUKON XL - 4WD SLT — GENERAL MOTORS LLC
G1W WHITE FROST TRICOAT /V8G
H2X JET BLACK — RENAISSANCE CENTER
ORDER NO. SSTXHJ/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GK S2GK C1 GR[redacted] — VEHICLE INVOICE [redacted]
**********0186******48*10400S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
TK15906 YUKON XL - 4WD SLT	62550.00	58171.50	INVOICE 08/26/15
C6H GVW RATING-7,500 LBS	N/C	N/C	SHIPPED 08/26/15
G1W WHITE FROST TRICOAT	995.00	905.45	EXP I/T 09/11/15
L83 5.3L V8 ECOTEC3 ENGINE W/ ACTIVE FUEL MANANGEMENT, SIDI, VVT	N/C	N/C	INT COM 09/11/15 PRC EFF 08/26/15 KEYS V3542 V3542
MYC 6 SPD AUTOMATIC TRANSMISSION	N/C	N/C	WFP-F QTR OPT-1
NE1 50-STATE EMISSIONS	N/C	N/C	BANK: ALLY - 020
PCJ SUN & ENTERTAINMENT PACKAGE:	3355.00	3053.05	CHG-TO 10-400
* POWER SUNROOF			
* 9 ADDITIONAL MONTHS OF XM RADIO			SHIP WT: 5816 HP: 45.7
* AUDIO SYSTEM, 8" DIAGONAL COLOR TOUCH W/ NAVIGATION & INTELLILINK			GVWR: 7500 GAWR.FT: 3600 GAWR.RR: 4200
APPLE CARPLAY CAPABILITY PROVIDED BY APPLE. AVAILABLE WITH COMPATIBLE SMARTPHONES			EMPLOY: 62711.11 SUPPLR: 65265.95 NTR: 1/2
* REAR SEAT ENTERTAINMENT SYSTEM			DAN: LTOR2 EMPINC: 3985.34
RD5 WHEELS, 20" POLISHED ALUMINUM (REPLACES STANDARD WHEEL)	1400.00	1274.00	SUPINC: 1430.50
R6J CUSTOMER DIALOGUE NETWORK	0.00	16.50	
VV4 4G LTE WI-FI(R) HOTSPOT WITH LIMITED DATA TRIAL AND MORE. (SUBJECT TO TERMS SEE ONSTAR.COM)	0.00	0.00	
Y66 ADAPTIVE CRUISE CONTROL AUTOMATICALLY ADJUSTS SPEED	995.00	905.45	
* BRAKES, 4-WHEEL DISC ANTILOCK, VAC POWER			
* ADAPTIVE CRUISE CONTROL			
* COLLISION AVOIDANCE SENSOR			
1SZ OPEN ROAD PACKAGE DISCOUNT	500.00-	455.00-	
TOTAL MODEL & OPTIONS	68795.00	63870.95	ACT 237 63002.10
DESTINATION CHARGE	1195.00	1195.00	H/B 261 2063.85
DEALER IMR CONTRIBUTION		687.95	ADV 261 687.95
LMA GROUP CONTRIBUTION		859.94	EXP 65A 859.94
TOTAL	69990.00	66613.84	PAY 310 66613.84
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		63611.74	

****

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.

FAULKNER BUICK GMC

REMIT TO ALLY NO. 020
VIN 1GKS2GKC1GR[redacted]
$ 66613.84 INV [redacted]
DUE 09/11/15 DEALER 10-400

PE18-012

GM

3-27-2019

Q3

July 22, 2017

Robert Silverman, Esq.
Kimmel & Silverman
30 E Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
Vehicle Identification Number: 1GKS2GKC1GR[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

On July 13, 2017 we communicated to you General Motors' offer to resolve the above-referenced matter. To date, we have not received a response from you or your clients to this offer.

For your convenience, enclosed with this letter is another copy of General Motors' offer. We ask that you discuss General Motors' offer with your clients at your earliest opportunity. If your clients agree with the terms of the offer, please have the offer letter and release executed where indicated and faxed to the number on the fax cover sheet. If your clients do not agree with the terms of the offer, we ask that you contact us immediately via facsimile using the number on the fax cover sheet regarding the resolution of this matter.

Our primary goal is to maintain and promote customer satisfaction by promptly resolving your clients' 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 time frame. If your client has not accepted our offer within this time frame, this offer will be withdrawn and the matter will be considered closed.

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

PE18-012

GM

3-27-2019

Q3

July 13, 2017

Robert Silverman, Esq.
Kimmel & Silverman
30 E Butler Pike
Ambler, PA 19002

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
Vehicle Identification Number: 1GKS2GKC1GR[redacted]
Customer Relationship Specialist: Elizabeth

Dear Mr. Silverman:

We regret that your clients are dissatisfied with their 2016 GMC Yukon XL and that several attempts by the dealer to resolve the concerns have not met your clients' 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 clients.

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 clients and reinforce General Motors' commitment to its customers. General Motors requests you make this offer available to your clients at the earliest possible opportunity.

A cash settlement of $2,000.00

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 clients would retain the vehicle.

If this offer is acceptable to your clients, please have your clients 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 clients 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

_____

Odometer

_____ _____

Client's Signature Client's Signature

_____ _____

Date Date