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

PE18-012

GM

3-27-2019

Q3

[redacted]

August 1, 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 $7,000.00 plus $1,900.00 in attorney's fees

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

PE18-012

GM

3-27-2019

Q3



RELEASE OF CLAIM

We, [redacted] & [redacted] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of $8,900.00 paid by General Motors LLC, hereby release and discharge 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 Releasors' 2016 GMC Yukon XL bearing Vehicle Identification Number 1GKS2GKC1GR[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 agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $7,000.00 made payable to [redacted]; the second in the amount of $1,900.00 made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is _____on the date of the signing of this release.

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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.

We agree to the terms of this Release of All Claims

DATE SIGNED: _____

_____	_____
Claimant's Signature	Claimant's Signature
_____	_____
Address	Address
_____	_____
City, State, Zip Code	City, State, Zip Code

STATE OF _____

COUNTY OF _____

Sworn to (or affirmed) and subscribed before me this _____ day of _____, 20____, by [redacted].

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

PE18-012

GM

3-27-2019

Q3



August 1, 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 $7,000.00 plus $1,900.00 in attorney's fees

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

39,678
Odometer

[redacted]
Client's Signature

8/6/17
Date

[redacted]
Client's Signature

8/6/17
Date

PE18-012

GM

3-27-2019

Q3



RELEASE OF CLAIM

We [redacted] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of $8,900.00 paid by General Motors LLC, hereby release and discharge 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 Releasors' 2016 GMC Yukon XL bearing Vehicle Identification Number 1GKS2GKC1GR[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 agrees to honor the remaining term of the manufacturer's express limited warranty and any applicable GM Protection Plans which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

As consideration for the payment described above to be tendered in the form of two checks: the first, in the amount of $7,000.00 made payable to [redacted] the second in the amount of $1,900.00 made payable to Kimmel & Silverman, P.C.

The subject vehicle's mileage is 39,678 on the date of the signing of this release.

Releasors have carefully read and understand this release. Releasors agree and acknowledge that this Release constitutes the entire agreement between Releasors and Releasees, and Releasors 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.

We agree to the terms of this Release of All Claims

DATE SIGNED: 8/6/17

[redacted]

Claimant's Signature

[redacted]

Address

[redacted]

City, State, Zip Code

[redacted]

Address

[redacted]

City, State, Zip Code

STATE OF [redacted]

COUNTY OF Nassau

Sworn to (or affirmed) and subscribed before me this 6th day of August, 2019,
by [redacted]

Janine Santivasci
Print, type or stamp Commissioned Name of Notary Public

Personally Known _____ OR Produced identification ✓

Type of identification NYS DL

My commission expires: 2/6/2021

JANINE L SANTIVASCI
NOTARY PUBLIC STATE OF NEW YORK
NASSAU COUNTY
LIC. # 01SA6354326
COMM. EXP. 2/6/2021

PE18-012

GM

3-27-2019

Q3



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 first operated 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

[redacted] 12/17/1

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]

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.

2 Business name/disregarded entity name, if different from above
Kimmel & Silverman, P.C.

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 Address (number, street, and apt. or suite no.)
30 East Butler Pike

Requester's name and address (optional)

6 City, state, and ZIP code
Ambler, PA 19002

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
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

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

Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, 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** ▶

General Instructions

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

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

Purpose of Form

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

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

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

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

By signing the filled-out form, you:

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

PE18-012

GM

3-27-2019

Q3



Elizabeth Gonzales (C)

From: Elizabeth Gonzales (C)
Sent: Thursday, June 22, 2017 6:35 PM
To: Kate Henry; Karen Salatino
Subject: [redacted] v. GM [redacted]

Service Request: [redacted]
Customer Last Name [redacted]

Involved Dealership:
Faulkner Buick GMC
Grand Prize Chevrolet

Dealership Contact:
Bob McGary (Faulkner)
Tony Circelli

VIN: 1GKS2GKC1GR[redacted]
Vehicle: 2016 GMC Yukon XL
Mileage: 35,333

Dear Kate Henry & Karen Salatino,

This email is being sent to notify you of a NISM in your region. The Technical Assistance Center has not been involved. Due to time constraints, a response to this e-mail is required within 48 hours.
This is a Not in Suit Matter. A demand letter has been sent to our office by the customer's attorney indicating that the customer may pursue a lawsuit unless GM can resolve the customer's vehicle concern. We are reviewing this case for possible settlement in our Early Resolution program. The settlements offers can range from denial up to repurchase, depending on the severity of the concerns. Because of this, we would like you to review the following options:

A) I have information on this case that may assist in your review (please provide in your reply). I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

B) I am not aware of this vehicle or customer's concerns. However, I will review any repurchase or replacement offer before it is made. I would also like to be notified of the BRC decision to offer cash or other goodwill settlement.

C) I have information on this case that may assist in your review (please provide in your reply). However, I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

D) I am not aware of this vehicle or customer's concerns. I agree to cede the final decision on this case to the Early Resolution program (You will be notified of the resolution after the settlement has been reached).

*If a response is not received within 48 hours the default assumption is option "B".

Please reply only by email with one of the above options within 48 hours. Your written feedback will be documented and e-mail attached to our case, and is an important step in our accurate and timely case resolution.

Sincerely,

Elizabeth Gonzales
General Motors LLC
Business Resource Center
Phone: 1-800-231-1841, Ext. 5913475
Fax: 586-920-0502
If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.



PE18-012

GM

3-27-2019

Q3



June 22, 2017

Bob McGarry
Faulkner Buick GMC
4427 Street Rd
Trevose, PA 19053

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
Vehicle Identification Number: 1GKS2GKC1GR[redacted]
Customer Relationship Specialist: Elizabeth

Dear Bob McGary:

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:

- Sales
- 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,

General Motors

PE18-012

GM

3-27-2019

Q3



June 22, 2017

Tony Circelli
Grand Prize Chevrolet
32 Route 304
Nanuet, NY 10954

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
Vehicle Identification Number: 1GKS2GKC1GR[redacted]
Customer Relationship Specialist: Elizabeth

Dear Tony Circelli:

This is a letter of notification regarding a not-in-suit-matter involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

General Motors

PE18-012

GM

3-27-2019

Q3



June 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:

This is to advise that General Motors is in receipt of the above referenced case dated June 14, 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: Other supporting documentation
☒ 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: File

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



Elizabeth Gonzales (C)

From: Elizabeth Gonzales (C)
Sent: Thursday, June 22, 2017 6:38 PM
To: 'rsilverman@lemonlaw.com'
Subject: [redacted] v. GM [redacted]
Attachments: AckPC.pdf

Re: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
VIN: 1GKS2GKC1GR[redacted]

Dear Mr. Silverman,

I have received your demand letter. Please see the attached acknowledgment letter. Also, please send the registration, sales and service documents as soon as possible. We will not be able to send out any offers or releases until we receive the registration- per our new GM Legal Process. Thank you.

Sincerely,

Elizabeth Gonzales
General Motors LLC
Business Resource Center
Phone: 1-800-231-1841, Ext. 5913475
Fax: 586-920-0502
If you have further questions, please contact the Business Resource Center at 1-800-231-1841, Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please reference the service request number.

GENERAL MOTORS

PE18-012

GM

3-27-2019

Q3



Elizabeth Gonzales (C)

From: Elizabeth Gonzales (C)
Sent: Tuesday, September 05, 2017 5:49 PM
To: 'christopher.t.munger@gm.com'
Subject: [redacted] v. GM [redacted]

Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Green Brook Buick GMC
Dealership Contact: Louie Bottone
VIN: 1GKS2GKC1GR[redacted]
Vehicle: 2016 GMC Yukon
Mileage: 1,492

Dear Christopher Munger,

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 $7,000.00 plus $1,900.00 in attorney's fees was accepted.
There is no need to reply to this email as it is being sent to you for notification purposes only. If you have further questions, I may be reached by calling 866-790-5600, extension #5913475.

Sincerely,

Elizabeth

Business Resource Center

Alorica on behalf of Chevrolet Buick GMC Cadillac

PHONE: 1-866-790-5700, Ext. 5913475

FAX: 586-920-0502

If you have further questions, please contact the Business Resource Center at 1-866-790-5700, Monday through Friday between 8:00 a m. and 5:00 p.m., Eastern Time. Please reference the service request number.



GENERAL MOTORS

PE18-012

GM

3-27-2019

Q3



Re [redacted]

Service Request: [redacted]

2016 GMC Yukon XL

VIN: 1GKS2GKC1GR[redacted]

Scan VIN:

Previous goodwill provided: No

GWMS shows: No open recalls

[redacted]/SPAC 11/28/2016-11/28/2016: Inbound Email

[redacted]/SPAC 11/28/2016-11/28/2016: Inbound Email

[redacted]/SPAC 4/12/2017-4/13/2017: Case Closed to A04

Attorney:

Robert Silverman

Kimmel & Silverman

30 E. Butler Pike

Ambler, PA 19002

P: 215-540-8888

F: 215-540-8817

rsilverman@lemonlaw.com

Demand letter date: June 14, 2017

Received demand letter: June 22, 2017

Selling/Servicing:

Bob McGarry

115634

Faulkner Buick GMC

4427 Street Rd

Trevose, PA 19053

P: 215-364-7720

F: 2153649183

DMA

Kate Henry

469-261-3978

kate.henry@gm.com

Servicing:

Tony Circelli

232372

Grand Prize Chevrolet

32 Route 304

Nanuet, NY 10954

P: 845-623-6060

F: 8456230491

DMA

Karen Salatino

845-519-4261

karen.salatino@gm.com

[redacted]/SPAC 11/28/2016-11/28/2016: Inbound Email

Resolution: Service Request has been Closed Satisfied.

[redacted]/SPAC 11/28/2016-11/28/2016: Inbound Email

Resolution: Service Request has been Closed Satisfied.

[redacted]/SPAC 4/12/2017-4/13/2017: Case Closed to A04

Resolution: Service Request has been Closed Satisfied.

PE18-012

GM

3-27-2019

Q3



Ashley Lugo (C)

From:	Ashley Lugo (C)
Sent:	Monday, July 17, 2017 4:19 PM
To:	'Robert M. Silverman'
Cc:	Joan Hammer; Elizabeth Gonzales (C); Gracianne Klein
Subject:	[redacted] v. GM [redacted]
Attachments:	6.Offer 1.doc
Importance:	High

Good Afternoon

i am following up on the offer to your client. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible.

Ashley -BRC Advisor
General motors LLC
Business Resource Center
Phone(866)790-5700 EXT 5911433
FAX(586)920-0831

PE18-012

GM

3-27-2019

Q3



June 22, 2017

Bob McGary
Faulkner Buick GMC
4427 Street Rd
Trevose, PA 19053

RE: [redacted]
Service Request: [redacted]
2016 GMC Yukon XL
Vehicle Identification Number: 1GKS2GKC1GR[redacted]
Customer Relationship Specialist: Elizabeth

Dear Bob McGary:

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,

General Motors

PE18-012

GM

3-27-2019

Q3



Chantel Mojica (C)

From: Chantel Mojica (C)
Sent: Friday, August 18, 2017 12:48 PM
To: Christopher T Munger
Subject: [redacted] NISM Resolution

Service Request: [redacted]
Customer Last Name: [redacted]
2016 GMC Yukon XL
1GKS2GKC1GR[redacted]
Involved DLR:
BAC: 232[redacted]
Grand Prize Chevrolet

Dear DMA Christopher Munger,

After negotiations with the plaintiff's counsel, the final offer of cash in the amount of $7,000 plus $1,900 attorney fees was accepted.

There is no need to reply to this email. It is sent for notification purposes only.

If you have further questions, please contact Customer Relationship Specialist Chantel at 866-790-5700 x 21056, or by fax at 866-266-1790. You may also contact the Business Resource Center at 800-231-1841, Monday through Friday between 8:00 am and 5:00 pm, Eastern Time. Please refer to the service request number above.

Sincerely,
General Motors

Chantel N. Mojica-BRC Advisor
General Motors, LLC
Northeast Region
Business Resource Center
Phone: (866) 790-5700 Ext. 5921056
Facsimile: (866) 266-1790

PE18-012

GM

3-27-2019

Q3



Customer	**Vehicle**	**Status of vehicle/concern**
[redacted] Anytime	Chevrolet Silverado 1500 2016 3GCPCREC5GG[redacted] Mileage Now: 34000 mi Warranty Start: 11/30/2015	A GM Dealer has diagnosed the current concern Repairs are in-progress Vehicle is inoperable for this concern and cannot be driven

Key Points

Please review the Assessment, and share your Action Plan with me by the end of the next business day.
Customer's concern:
Since May 9, I've been in and out of the dealer 4 times for the same issue. I'm having issue with AC not working, popping noise in rear end. The noise is getting worse and now brakes failed on me. Yesterday I pick up the vehicle but issue is still there so I had to bring it back to the dealer. It's been to the dealer 4 times and they tried to replace a part to fix it but issue is still there. I don't feel safe driving it because dealer is unable to fix it.
I set these expectations: I let customer know that I would be escalating their case to a Senior Advisor that specializes in this area. I also advised them that the Senior Advisor will work with the CEM at the dealership to resolve this concern and someone will be in contact with them within 1 -2 business days.
-Anytime

Supporting Factors	Limiting Factors
Vehicle has been serviced for this concern: 4 time Vehicle was inop/down due to this concern: 14 or more days	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

PE18-012

GM

3-27-2019

Q3



CA CEC, Request for Documentation, [redacted] Page, FR[redacted]

TO ~~From~~: Kristina Rawlins (C)
Sent: Thu, Aug 24, 2017 at 8:36 am
FROM ~~To~~: srisher@rydells.com

*Not selling D/R

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

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

Please fax them to 586-920-0525. If there are any fax difficulties, the documents exceed 50 pages or if any questions arise, please contact me as soon as possible at 1-866-790-5700, extension # 5915105.

8/24/17
- 3 pages -
1 Repair Order

Sincerely,

Kristina Rawlins
District Specialist - CA Customer Engagement Center
Desk: 866-790-5700 ext. 5915105 | Fax: 586-920-0525
Kristina.rawlins@gm.com

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

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

[redacted]

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 PARTS (818) 832-1660
Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL/PAGER: CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR: IVAN RANGEL 8489	TAG NO. [redacted]	INVOICE DATE: 06/28/17	INVOICE NO. [redacted]
[redacted]	LICENSE NO. [redacted]	MILEAGE: 51,871	COLOR: BLACK/	STOCK NO.
	YEAR / MAKE / MODEL: 15/CHEVROLET TRUCK/TAHOE/4DR 2WD		DELIVERY DATE: 04/19/17	DELIVERY MILES
	VEHICLE I.D. NO: 1 G N S C B K C 7 F R [redacted]		SELLING DEALER NO.	PRODUCTION DATE
	P.T.E. NO.	P.O. NO.	R.O. DATE: 06/27/17	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS		MO: 51871

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

LABOR----------

J# 1 08CVZ810 BRAKES TECH(S):9414 WARRANTY

CUSTOMER STATES WHILE DRIVING ON THE HIGHWAY ABOUT 70MPH,
WHEN PRESSING ON THE BRAKE PEDAL THE PEDAL GOT STUCK THEN
CUSTOMER ADVISED VEHICLE LOST BRAKING ASSIST AND HAD TO USE
EXCESS FORCE TO STOP VEHICLE
CHECK AND ADVISE
GMPP MAJOR GUARD NEED OP CODE
NO VACUUM FROM VACUUM PUMP
REPLACE VACUUM PUMP AND BOTH BELTS 4023850-1.4

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	12669488	PUMP 3.280		WARRANTY
	1	12658179	BELT 1.066		WARRANTY
	1	12658178	BELT KIT 1.066		WARRANTY
			TOTAL - PARTS		0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
	SR	SHOP RENTAL SVC		WARRANTY
		TOTAL - MISC		0.00

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

JOB# 1 JOURNAL PREFIX T2CS JOB# 1 TOTAL 0.00

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

LABOR----------

J# 2 30CVZ *30 POINT INSPECTION TECH(S):9414 WARRANTY

PERFORM 30 POINT VISUAL INSPECTION ALSO SET TIRE PRESSURE
CONSENT GIVEN TO RECEIVE TEXT MESSAGES FROM RYDELL CHEVROLET
ROUTINE INSPECTION
PERFORMED 30 POINT INSPECTION AS DIRECTED ABOVE
PLEASE SEE YOUR SERVICE CONSULTANT FOR DETAILS
LF:
RF:
LR:
RR:

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

JOB# 2 JOURNAL PREFIX T2CS JOB# 2 TOTAL 0.00

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

COMMENTS----------
++RENTAL++
IN HOUSE RENTAL GMPP VIN 2GNALBEK5H[redacted] UNIT 65EQ RA 2409

VEHICLE DROPPED OFF 06/27/17 - VEHICLE HAS NO BRAKES AND HARD
TO STOP VEHICLE. NECESSARY TO PUT CUSTOMER IN A RENTAL SAFETY
CONCERN. GMPP $35 PER DAY VEHICLE STAYING OVERNIGHT AND ORDERING
PART OVERNIGHT

Tax Reports and Receipts Consulting Services
GG517094 O (1/03)

BAR #AM0032745

EPA #CAD981384858

Rydell AUTOMOTIVE GROUP
San Fernando Valley

Rydell Chevrolet Northridge
18600 Devonshire St. * Northridge, CA 91324
(818) 832-1600
SERVICE (818) 832-1616 **PARTS** (818) 832-1660

Mailing Address P.O. Box 2189 Van Nuys, CA 91404

CELL: [redacted]

CUSTOMER NO. [redacted]	ADVISOR IVAN RANGEL 8489	TAG NO. [redacted]	INVOICE DATE 06/28/17
[redacted]	MILEAGE 51,871	COLOR BLACK/	STOCK NO.
	YEAR / MAKE / MODEL 15/CHEVROLET TRUCK/TAHOE/4DR 2WD	DELIVERY DATE 04/19/17	DELIVERY MILES
	VEHICLE I.D. NO. 1GNSCBKC7FR[redacted]	SELLING DEALER NO.	PRODUCTION DATE
	F.E. NO.	P.O. NO.	R.O. DATE 06/27/17
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	

MO: 51871

TOTALS

WELCOME TO RYDELL SERVICE DEPARTMENT
EPA # CAL000236177
WE ARE OPEN FROM 6:00AM TO 7:00 PM MONDAY THROUGH FRIDAY
SATURDAYS WE ARE OPEN FROM 8:00AM TO 5:00 PM.CLOSED SUNDAYS
****
RYDELL AUTOMOTIVE GROUP IS A GM GOODWRENCH SERVICE PLUS
DEALER. SEE YOUR SERVICE CONSULTANT FOR MORE INFORMATION
****

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**

COMPLETELY SATISFIED ??
* You may receive a survey from General Motors regarding *
* your service experience at RYDELL'S. If you cannot rate *
* it "COMPLETELY SATISFIED" please call our service depart-*
* ment at (818) 832-1616, so we can assist and better serve*
* you. We appreciate your business.

CUSTOMER SIGNATURE

BAR #AM202745
EPA #CAD983384860

CUSTOMER COPY

[END OF INVOICE] 10:38am

The Reynolds and Reynolds Company (Canada) Ltd.
GO517084 G (11/03)

08/24/2017 13:19 18188321691 RYDELL SERVICE CHEVY PAGE 03/03

PE18-012

GM

3-27-2019

Q3



October 17, 2019

[redacted]
Santa Ana, CA [redacted]

Repurchase Offer Letter
Service Request: [redacted]

Dear [redacted]

The purpose of this correspondence is to advise you that General Motors is offering to replace or repurchase your vehicle 2015 Chevrolet Tahoe with VIN 1GNSCBKC7FR[redacted]

REPLACEMENT:
You may elect to have General Motors replace the subject vehicle with a new motor vehicle that is substantially identical to your vehicle. If you elect a replacement vehicle, General Motors will work with you to place you in a comparable vehicle. General Motors will pay for any sales tax, license fees, registration fees, and other official fees you are obligated to pay in connection with the replacement. If your vehicle is subject to a lien, you will be responsible for working with your lender to substitute the replacement vehicle as collateral into your existing loan, otherwise you will be responsible for securing financing for the replacement vehicle.

General Motors will also pay incidental or consequential damages actually incurred by you. Recoverable incidental and consequential damages include, but are not limited to:

- Towing charges
- Rental car expenses

General Motors' replacement offer is subject to verification of receipts for incidental and consequential damages claimed.

REPURCHASE:
Alternatively, if you elect to have General Motors repurchase your vehicle, General Motors will refund the full purchase price as follows:

The refund shall include all payments, including down payment and trade-in made by you to date less usage, if applicable (see below). The proposed refund may also include recoverable incidental or consequential damages actually incurred by you. Recoverable incidental and consequential damages include, but are not limited to:

- Towing charges
- Rental car expenses
- Other recoverable out of pocket costs actually incurred by you, which will also include registration charges

You will be responsible for delivery of a clear title, free of lien, to General Motors. If a lending institution holds the title to your vehicle, you will be required to provide General Motors a notarized and signed Power(s) of Attorney. You will be responsible for any damage charges beyond normal wear & tear upon turn in of the subject vehicle.

Whether you elect a replacement or repurchase, General Motors is entitled to a usage offset for your use of the vehicle. The usage offset is calculated by a formula set by the Song Beverly Act as follows:

$$\text{Use Deduction} = \frac{\text{\# of miles driven by the consumer prior to the first delivery to the manufacturer/dealer for repair of the nonconformity that led to the repurchase}}{120{,}000 \text{ miles}} \times \text{Purchase Price}$$

General Motors will review your repair history and calculate the usage offset on your behalf. The exact amount of the offset will be included in a more detailed offer once General Motors has received the documentation required.

A representative from General Motors will contact you to verify your interest in proceeding with the replacement or repurchase offer. At that time, General Motors will review all details of the replacement or repurchase process, including the financial responsibilities of both parties, and you will receive a settlement letter that will contain the exact financial details of the replacement or repurchase offer. You will have the opportunity to ask the representative any questions that you may have when they contact you.

General Motors looks forward to working with you to finalize the terms of this repurchase or replacement offer.

Sincerely,

General Motors
cc: FILE

PE18-012

GM

3-27-2019

Q3





UTO 04/20/2017 TO 04/20/2018 11 [redacted]

REGISTRATION VALID FROM

TYPE

LICENSE NUMBER

VEHICLE IDENTIFICATION NUMBER

1GNSCBKC7FR[redacted]

BODY TYPE MODEL

UT

DATE ISSUED

03/20/2017

DATE FIRST SOLD

00/00/2014

CLASS

MS

MAKE

CHEV

Yr. Model

2015

TYPE VEH	MP	AX	WC	UNLADEN/GCOW	TOTAL FEES PAID
120	G			1900	$354

REGISTERED OWNER

[redacted]

LIENHOLDER

GOLDEN 1 CU
PO BX 15966

SACRAMENTO

L0243

95852

RJ7031720174105

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

[redacted]

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number [redacted]

Buyer Name and Address (Including County and Zip Code)	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]	N/A	SANTA PAULA CHEVROLET 101 W. HARVARD BLVD. PO BOX 70 SANTA PAULA CA 93061-0070 VENTURA

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

New Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
USED	2015	CHEVROLET TRU TAHOE	22083	1GNSCBKC7FR[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 3932.24
2.99 %	$ 5538.98 (e)	$ 49933.78	$ 55472.76 (e)	$ 59405.00 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
One Payment of N/A	N/A	N/A
83	660.39	Monthly beginning 11/03/2015
N/A	N/A	N/A
One final payment	660.39	DUE ON 10/03/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 46698.00 (A)
     - 1. Cash Price Vehicle $ 46698.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You [redacted] it.

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term		Exp.		Premium
Credit Life	N/A	Mos.	N/A	$	N/A
Credit Disability	N/A	Mos.	N/A	$	N/A
Total Credit Insurance Premiums				$	(b)

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

Credit life insurance and credit disability insurance are not required to obtain credit. Your decision to buy or not buy credit life and credit disability insurance will not be a factor in the credit approval process. They will not be provided unless you sign and agree to pay the extra cost. Credit life insurance is based on your original payment schedule. This insurance may not pay all you owe on this contract if you make late payments. Credit disability insurance does not cover any increase in your payment or in the number of payments. Coverage for credit life

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price

A. Cash Price of Motor Vehicle and Accessories		$ 46699.00 (A)
1. Cash Price Vehicle	$ 46699.00	
2. Cash Price Accessories	$ N/A	
3. Other (Nontaxable)		
Describe N/A	$ N/A	
Describe N/A	$ N/A	
B. Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee)		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)
I. EV Charging Station (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 4210.02 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) MVSC		$ 29.00 (K)
L. (Optional) Service Contract (to whom paid) GMPP		$ 2826.00 (L)
M. (Optional) Service Contract (to whom paid) N/A		$ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A		$ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A		$ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A		$ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) (see downpayment and trade-in calculation)		$ N/A (Q)
R. (Optional) Gap Contract (to whom paid) N/A		$ N/A (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement		$ N/A (S)
T. Other (to whom paid) N/A For N/A		$ N/A (T)
Total Cash Price (A through T)		$ 53843.02 (1)

2. Amounts Paid to Public Officials

A. Vehicle License Fees		$ N/A (A)
B. Registration/Transfer/Titling Fees ESTIMATED		$ 15.00 (B)
C. California Tire Fees		$ N/A (C)
D. Other N/A		$ N/A (D)
Total Official Fees (A through D)		$ 15.00 (2)

3. Amount Paid to Insurance Companies

(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee or** ☐ **State Emissions Exemption Fee** $ 8.00 (4)

5. Subtotal (1 through 4) $ 53866.02 (5)

6. Total Downpayment

A. Agreed Trade-In Value Yr 2011 Make GMC		$ 15000.00 (A)
Model TERRAIN Odom 42996		
VIN 2CTALUEC4B[redacted]		
B. Less Prior Credit or Lease Balance (e)		$ 14567.76 (B)
C. Net Trade-In (A less B) (indicate if a negative number)		$ 1432.24 (C)
D. Deferred Downpayment		$ N/A (D)
E. Manufacturer's Rebate		$ N/A (E)
F. Other N/A		$ N/A (F)
G. Cash		$ 2500.00 (G)
Total Downpayment (C through G)		$ 3932.24 (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. Amount Financed (5 less 6) $ 49933.78 (7)

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A, $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name N/A

Home Office Address N/A

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for disability insurance only if you are working for wages or profit 30 hours a week or more on the Effective Date. (3) Only the Primary Buyer is eligible for disability insurance. DISABILITY INSURANCE MAY NOT COVER CONDITIONS FOR WHICH YOU HAVE SEEN A DOCTOR OR CHIROPRACTOR IN THE LAST 6 MONTHS (Refer to "Total Disabilities Not Covered" in your policy for details).

You want to buy the credit insurance.

Date	X Buyer Signature	Age
N/A	X N/A	N/A
Date	Co-Buyer Signature	Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the itemization of Amount Financed. See your gap contract for details on the terms and conditions it provides. It is a part of this contract.

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

I want to buy a gap contract.

Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L,1M, 1N, 1O, and/or 1P.

1L Company GMPP
Term [redacted] Mos. or 75000 Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
[redacted] Miles

H[redacted]D. This c[redacted]een you and us relating to this contract. Any change to the co[redacted] we m[redacted]

Bu[redacted]

Co-Buyer Signs X

[redacted] re, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to

N/A

Total Downpayment (C through G) $ _____ (6)

(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1Q above)

7. **Amount Financed** (5 less 6) $ 49933.79 (7)

[redacted]

SELLER ASSISTED LOAN

BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A

Amount $ N/A Finance Charge $ N/A

Total $ N/A Payable in N/A

installments of $ N/A $ N/A

from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE

If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

N/A

contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we mus[redacted]

Buy[redacted]

Co-Buyer Signs X _____

[redacted] provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to

X N/A

Co-Buyer

Agree[redacted] pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding[redacted]ion Provision for additional information concerning the agreement to arbitrate.

Buyer S[redacted] Co-Buyer Signs X N/A

OPTION: ☐ You pay no finance charge if the Amount Financed, item 7, is paid in full on or before N/A, Year N/A SELLER'S INITIALS N/A

THE MINIMUM PUBLIC LIABILITY INSURANCE LIMITS PROVIDED IN LAW MUST BE MET BY EVERY PERSON WHO PURCHASES A VEHICLE. IF YOU ARE UNSURE WHETHER OR NOT YOUR CURRENT INSURANCE POLICY WILL COVER YOUR NEWLY ACQUIRED VEHICLE IN THE EVENT OF AN ACCIDENT, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

WARNING:

YOUR PRESENT POLICY MAY NOT COVER COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COSTS FOR THE VEHICLE BEING PURCHASED. IF YOU DO NOT HAVE FULL COVERAGE, SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH YOUR INSURANCE AGENT OR THROUGH THE SELLING DEALER. HOWEVER, UNLESS OTHERWISE SPECIFIED, THE COVERAGE YOU OBTAIN THROUGH THE DEALER PROTECTS ONLY THE DEALER, USUALLY UP TO THE AMOUNT OF THE UNPAID BALANCE REMAINING AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

[redacted]E EVENT OF LOSS OR DAMAGE TO YOUR VEHICLE, YOU SHOULD CONTACT YOUR INSURANCE AGENT.

[redacted]STANDS THESE PUBLIC LIABILITY TERMS AND CONDITIONS.

X N/A

[redacted]lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed [redacted] is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the b[redacted]ted to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer S[redacted] Co-Buyer Signature X N/A

Notice [redacted] you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.

Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles [redacted]

After this co[redacted]rms unless you agree in writing to the change. You do not have to agree to any change, and it is an u[redacted]

Buyer Signa[redacted] Co-Buyer Signature X N/A

The An[redacted] with the Seller. The Seller may assign this contract and reta[redacted]ce Charge.

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signa[redacted] Date 09/19/15 Co-Buyer Signature X N/A Date N/A

Co-Buyers and [redacted] 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 t[redacted]urity interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance [redacted]g at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ G[redacted] Date _____

Address _____ A[redacted]

Seller Signs SANTA PAULA CHEVROLET Date 09/19/15 By X [redacted] Title

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CHEVROLET

Monday, October 09, 2017

[redacted]

Straight Settlement Letter

Subject: Repurchase of 2015 Chevrolet Tahoe
VIN: 1GNSCBKC7FR[redacted]
Ref SR[redacted]

Dear [redacted]

We regret that you are dissatisfied with your 2015 Chevrolet Tahoe, VIN 1GNSCBKC7FR[redacted] and that our attempts to resolve your concerns have not met your expectations. Chevrolet will repurchase this vehicle in exchange for the release of liability stemming from warranties, express or implied, covering this vehicle.

This offer is being made in an effort to keep you a satisfied Chevrolet customer. Chevrolet will repurchase your vehicle for **$52,100.32.** This offer was calculated by using the following figures:

Total Repurchase Amount (Includes $4,210.02 in sales tax)	$52,100.32
Down Payment	$3,932.24
Payments (24 payments at various amounts)	$16,800.00
Less Usage	$1,667.12
Less Extended Service Contract	$2,826.00
Less Payoff of Original Vehicle-Good until 11/05/2017	$35,861.20
Total Amount to Customer	**$16,239.12**

AMOUNT IS SUBJECT TO CHANGE IF SIGNED PAPERWORK IS NOT RECEIVED BY DATE OUTLINED BELOW

If you owe money to General Motors, please send certified check or money order made payable to General Motors.

If this offer is acceptable, please sign this letter and return it to my attention via the fax number or address listed below. I will contact you to set up a signing date, at which time you will be required to complete the tra[redacted]d at 866-802-6625 x 3349 if you have any questions or concerns.

[redacted] 10/10/17

C[redacted]mer's Signature(s) and Date

[redacted]

Customer's and Co-Customer's Printed Name(s)

[redacted]

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October 9, 2017

Dealer Confirmation Letter-Straight

AUTONATION CHEVROLET VALENCIA
23649 W VALENCIA BLVD
VALENCIA, CA 91355

Subject: 2015 Chevrolet Tahoe
Customer: [redacted]
VIN: 1GNSCBKC7FR[redacted]
RE#SR: [redacted]

Dear Elizabeth Ables:

General Motors will issue a check in the amount of $16,239.12 made payable to [redacted] Once RVDC receives the completed repurchase paperwork, GM will issue a check in the amount of $35,861.20 to The Golden 1 Credit Union. 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 Wednesday October 11, 2017. If you have any questions you may reach me at 866-802-6625 x 3349.

[redacted] BDC Manager
AUTONATION CHEVROLET VALENCIA 166762 Management Agent's Signature and Title.

Elizabeth Ables BDC Manager
AUTONATION CHEVROLET VALENCIA 166762 Management Agent's Printed Name and Title.

[redacted]

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Reacquired Vehicle Disclosure Center

Case Number: [redacted]

Originator Name: Kristina Rawlins 866-790-5700x5915105 kristina.rawlins@gm.com
Created Date: 09/21/2017

Vehicle Info

***VIN:**	1GNSCBKC7FR[redacted]	**MSRP:**	55510.0	***TAC #:**	n/a
Year:	2015	**Make:**	Chevrolet	**Model:**	Tahoe

Vehicle Comments & TAC Explanation:

***Date Reviewed with Customer:**	09/21/2017	***Repurchase Mileage:**	51324
Original Purchase Date:	09/19/2015	***Original Purchase Condition:**	Used
Stipend Amount:	-		

Vehicle Owner(s) [redacted]

Entity Type	Person		
***Names(s) on Title:**		***Title State:**	[redacted]
***Primary Owner:**			
***Address**			
***City**		***State**	[redacted]
***ZIP Code:**	91351		
***Day Phone:**		***Home Phone:**	
***Cell Phone:**			
***E-mail:**		***Fax Phone:**	

***Reason Repurchase** Luggage rack loose

UCC Codes (C0113) Body - General - Loose

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	***Company:**	Golden 1 Credit Union	**Account #:**	
Contact or Attention:					
Address					
City		**State**	CA	**ZIP Code:**	
Day Phone:	(877) 465-3361	**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:**	Mike Greenslit	***Contact Title:**	General Manager	**E-Mail:**	

Repurchasing Dealer: -

***Dealer #:**	166762	**Dealer Name:**	AUTONATION CHEVROLET VALENCIA		
Region:	10	**District:**	1114		
***Phone:**	(661) 259-2820	**Fax:**	(661) 255-7362		
***Contact Name:**	Shannon Risher	***Contact Title**	CEM	**E-Mail:**	

Repair

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

Vehicle Location: -



Case Number: [redacted]

Originator Name: Kristina Rawlins 866-790-5700x5915105 kristina.rawlins@gm.com
Created Date: 09/21/2017

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:

*** Processing Instructions:** Recommend repurchase, usage based on service event at 26,367 miles, less mileage on vehicle when purchased.Vehicle sold Certified Pre-Owned with approximately 22,083 miles 9/16/2015

Disposition:

Auction

*** Processing Instructions:**

Transaction Details

Group	Responsible	Formula	Additional Explanation	Value

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REGISTRATION VALID FROM

UTO 04/20/2017 TO 04/20/2018 11 [redacted]

TYPE

VEHICLE IDENTIFICATION NUMBER

1GNSCBKC7FR[redacted]

MAKE

CHEV

BODY TYPE MODEL

UT

DATE FIRST SOLD

00/00/2014

CLASS

MS

Yr. Model

2015

DATE ISSUED

03/20/2017

TYPE VEH | MP | AX | WC | UNLADEN/GCOW | TOTAL FEES PAID

120 | G | | | | $354

2015

1900

REGISTERED OWNER

[redacted]

LIENHOLDER

GOLDEN 1 CU
PO BX 15966

L0243

SACRAMENTO

95852

0

RJ7031720174105

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

[redacted]

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STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By: Benjamin Capp

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

Vehicle VIN: 1GNSCBKC7FR[redacted]

Date: October 6, 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	$3,932.24
2	Lemon Law usage must be calculated for every		2	Conversion / Upfit cost	$0.00	2	Pmts (includes 1st month if lease)	$16,800.00
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	$46,698.00	8	GMPP (* only for WI)	$0.00	8	Other-Explain	$0.00
9	Mileage	4,284	9	Other-Explain	$0.00	9	Other-Explain	$0.00
10	Denominator	120,000	10	**Total Purchase Price**	**$0.00**	10	**Total Additions**	**$20,732.24**
11	**Usage**	**$1,667.12**	11			11		
12			12	*** Usage/Depreciation**	**$1,667.12**	12	*** Usage/Depreciation**	**$1,667.12**
13	**Usage Using Cents/Mile**		13	Damage	$0.00	13	Damage	$0.00
14	Mileage	0	14	Late charges	$0.00	14	Late charges	$0.00
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	$2,826.00
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**	**$1,667.12**	22	**Total Deductions**	**$4,493.12**
23	Base Price/Total Repurch Price	$0.00	23			23		
24	Mileage	0	24	**Repurchase Subtotal**	**-$1,667.12**	24	**Total Refund to Customer**	**$16,239.12**
25	Denominator	100,000	25	Loan Payoff good thru xx/xx/xx	$0.00	25	Dlr Buyout (lease) or Loan Payoff	$35,861.20
26	**Usage**	**$0.00**	26	**Total Refund to Customer**	**-$1,667.12**	26	(GMAC=DL quote) good thru 11/05/17	
27			27	Attorney's Fees	$0.00	27	Attorney's Fees	$0.00
28	**Usage Using Cents/Mile**		28	**Total Repurchase**	**-$1,667.12**	28	**Total Repurchase**	**$52,100.32**
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**	**-$1,667.12**	31	**Projected Loss**	**$52,100.32**

PURCHASE PRICE (before t/t/t)	$ 49,933.78	TRADE ALLOWANCE		**LEMON LAW COMPARISON**	
MSRP (FROM BARS INVOICE)	$ 55,510.00	PAYOFF OF TRADE	$ -		
DIFFERENCE	$ (5,576.22)	DIFFERENCE	$ -	USAGE PER LEMON LAW	$ 1,667.12
if positive look for over allowance		if negative=negative equity		USAGE CHARGED	$ 1,667.12
		TRADE ALLOWANCE	$ -	LEMON LAW VARIANCE	$ -
PURCHASE PRICE	$ 49,933.78	ACV OF TRADE			
INCENTIVE* (from BARS)	$ -	DIFFERENCE	$ -		
OVERALLOWANCE	$ -	ACV=actual cash value			
ACTUAL PRICE	$ 49,933.78				

Form Rev June 1, 2017

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

Caller English

System [10:49:48 PM]:

Welcome to chat.

Lakeshia [10:50:08 PM]:

Thank you for contacting GM Customer Assistance. My name is Lakeshia. How may I assist you today? Also, your safety is very important to us, so please refrain from using any hand held devices while driving.

[redacted] [10:50:18 PM]:

Hello

[redacted] [10:52:01 PM]:

I am currently leasing a 2016 GMC Sierra, i love the truck but I've had break issues over the last month, 3 times to be exact. What happens is that I am driving and I go step on the brake and I loose my brakes. I almost rear ended someone the last time it happened, I had to swerve out of the way

[redacted] [10:52:34 PM]:

I wait for like 5-10 minutes and they are back.

Lakeshia [10:52:52 PM]:

I am certainly sorry to hear of this brake concern and I am glad you are okay.

Lakeshia [10:53:01 PM]:

What did the dealer tell you?

[redacted] [10:53:49 PM]:

I called the dealer where I got it and they told me to take it in asap, so I did. They called me today saying they can't duplicate the problem so they cannot do anything about it. I am very concerned for mine and my kids safety because I have them with me a lot

Lakeshia [10:54:22 PM]:

I understand the frustration. The dealership is going to have to be able to duplicate the concern in order to diagnose it while it is in their possession.

Lakeshia [10:54:24 PM]:

An option is to bring your vehicle to another Chevrolet dealer for a second opinion.

Lakeshia [10:54:31 PM]:

Often intermittent concerns don't show themselves when we most want or need them to do so. Much like a doctor needs symptoms to diagnose a condition in a patient; our service technicians need symptoms to diagnose a concern in a vehicle. It's frustrating, I know, but there are some things you can do. If the concern happens again during your dealer's business hours and you can drive your vehicle straight to your dealership for immediate diagnosis, do that, but be sure to keep the engine running once you get there. Do not key off the vehicle. You don't want to turn off the concern before the technicians have a chance to look at your vehicle. Just in case you can't drive the vehicle straight to the dealership the next time the concern happens, be ready to capture clues potentially associated with the concern. Put a pen and paper in your vehicle. If the concern happens again, carefully pull off the road to a safe area, park your vehicle, and then while keeping that engine running, write down exactly what just happened. Log everything you can think of that occurred just before, during, and even after the unwanted event, including the day & time, weather, location, speed, warning lights/messages, noises, etc. If the concern is still occurring while you're safely parked and taking notes, use your smartphone to take pictures or video to record the unwanted event in action. This information can be very helpful for the GM certified technicians at your dealership! Also, ask if the Service Manager can take a ride with you. You will be able to point out the issue personally.

[redacted] [10:55:04 PM]:

I love the truck and I was planning on buying out the truck at the end of the lease, but with this brake issue i am having a change of heart

Lakeshia [10:55:27 PM]:

I understand your concern.

Lakeshia [10:55:40 PM]:

An option is to bring your vehicle to another Chevrolet dealer for a second opinion.

Lakeshia [10:55:59 PM]:

Or to do a ride along with the service manager of your dealer to point out when this happens to your brakes.

[redacted] [10:56:16 PM]:

Well it's done it 3 times in the past month and even I can't get it to duplicate driving every day

Lakeshia [10:56:36 PM]:

I understand the frustration. The dealership is going to have to be able to duplicate the concern in order to diagnose it while it is in their possession.

Lakeshia [10:57:09 PM]:

Perhaps you can leave it with the dealer for a week or so.

[redacted] [10:57:16 PM]:

What happens if I get into an accident because of this brake issue?

[redacted] [10:57:47 PM]:

I don't have a problem with that but I was told I will be charged 35$ a day for a loaner vehicle

[redacted] [10:58:13 PM]:

I honestly don't feel like I should pay for a loaner when the truck is u der full warranty

[redacted] [10:58:49 PM]:

This time the truck had an open recal so the lady at the dealer was very nice and spoke with her manager and I got the loaner for free.

Lakeshia [10:59:02 PM]:

As long as you are under power train warranty and there is warranty work being done you can be reimbursed for 3 days of rental for a GM vehicle.

Lakeshia [10:59:22 PM]:

But there is no warranty work going on if the dealer is unable to duplicate the concern.

[redacted] [10:59:33 PM]:

That's my concern

Lakeshia [11:00:16 PM]:

An option is to bring your vehicle to another Chevrolet dealer for a second opinion.

Lakeshia [11:00:37 PM]:

What is the name of your current dealer?

[redacted] [11:01:03 PM]:

I took it to john paul Buick and GMC in west allis wi

[redacted] [11:01:32 PM]:

I got the truck from LYNCH in Burlington wi, sorry I think before I said I took it to the dealer I got it from

Lakeshia [11:01:40 PM]:

When was the last time you visited the dealer for this concern?

[redacted] [11:02:16 PM]:

The truck is there now. I wa supposed to pick it up today but I am a firefight hater and don't get off shift u till tomorrow morning

[redacted] [11:02:40 PM]:

Was. Firefighter**

Lakeshia [11:02:40 PM]:

So the truck is at John Paul?

[redacted] [11:02:45 PM]:

Yes

Lakeshia [11:03:22 PM]:

Can I have the last 8 characters of your VIN number and current mileage please?

[redacted] [11:03:22 PM]:

I received a call from them earlier and they said they could not duplicate the issue

Lakeshia [11:03:39 PM]:

Can I have the last 8 characters of your VIN number and current mileage please?

[redacted] [11:04:43 PM]:

Let me check to see if I have it

Lakeshia [11:05:02 PM]:

Sure, take your time. However, please be advised that if the chat sits idle for longer than 5 minutes, I will have to close the chat in order to maintain privacy. I appreciate your understanding.

[redacted] [11:06:00 PM]:

Gg[redacted]

[redacted] [11:06:20 PM]:

Mileage is around 29000

Lakeshia [11:07:08 PM]:

Can you please confirm if the name, phone number, and email address you provided is correct?

[redacted] [11:07:49 PM]:

To the dealer?

Lakeshia [11:08:06 PM]:

Your information.

Lakeshia [11:08:25 PM]:

For our records, can I please have your name, phone number, and email address?

[redacted] [11:09:13 PM]:

[redacted], [redacted]

Lakeshia [11:09:23 PM]:

Thank you for verifying that information.

Lakeshia [11:09:34 PM]:

Would you like assistance in finding a second dealer?

[redacted] [11:11:06 PM]:

I would just take it to where I bought it at LYNCH in Burlington

Lakeshia [11:11:21 PM]:

Okay,

Lakeshia [11:12:42 PM]:

Here is your reference number for your chat today. [redacted]

Lakeshia [11:13:02 PM]:

Is there anything else I can do to assist you today?

[redacted] [11:13:03 PM]:

Do you guys have some type of customer service or customer satisfaction department? Because I am almost thinking of taking the truck to like ford to see if they can get me off the lease and get me into one

of their trucks, which is not what I want because I do like my current truck but at this point it is a safety concern

Lakeshia [11:13:36 PM]:

You are chatting with the Customer Service Department.

Lakeshia [11:14:02 PM]:

We rely on our GM certified technicians for technical expertise.

Lakeshia [11:14:25 PM]:

We cannot make them come up with certain diagnosis or find something wrong with the vehicle.

[redacted] [11:15:48 PM]:

I understand because I can't duplicate it myself when I need to to show the dealer

Lakeshia [11:16:23 PM]:

Is there anything else I can do to assist you today?

[redacted] [11:17:08 PM]:

No i will call another dealer, see if they can give me a second opinion. If I can't get an answer I will be trying to get off the lease

Lakeshia [11:17:19 PM]:

Okay.

[redacted] [11:17:23 PM]:

Thanks

Lakeshia [11:17:26 PM]:

You are most welcome!

Lakeshia [11:17:36 PM]:

Thank you for contacting GMC Customer Service. Enjoy the rest of your week! If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



Thank you for passing this on..

I spoke to the service manager and he states that the participation amount was from the policy calculator. As such, the 50% offer did included the loyalty and purchase history in the calculation results.

He also expects the vehicle to be ready today, or tomorrow, and in time for their trip.

Molly Hilburger - District Manager Aftersales 5113 5133

Cell: [redacted] molly.hilburger@gm.com fax: 888.391.3375

We are what we repeatedly do. *Excellence, therefore, is not an act, but a habit* – Aristotle

MPVI – *Give each customer the same Care and a Multi-Point Inspection with every visit*

Today's Service is Tomorrow's Sale – *We are only as good as our last good event*

From: Peter Joslyn
Sent: Tuesday, July 11, 2017 9:13 AM
To: CARS ExecReferral <execreferral@cadillac.com>
Cc: Molly Hilburger <molly.hilburger@gm.com>
Subject: Help With a customer

Executive CAC –

I received a call today from this customer. The truck is currently 1 ½ years old.

I am also coping Molly, the local DMA in case she wants to get involved.

Customer: [redacted] – Works at the GM Milford proving grounds

Phone – [redacted]

Customer buys 2 GM vehicles per year, Acadia, Traverse

Truck is at the dealership right now. Dealer is fixing the vehicle. Customer needs to take the vehicle on a trip this weekend with a bunch of kids. Dealer offered 50%. Customer is looking for more.

This sounds a lot like our bulletin PIT5361C: Diagnostic Tip - Additional Brake Pedal Effort - (Mar 15, 2017) which is for our vacuum pump problem but without talking with the dealer, I cannot be sure.

I am hoping that something can be done to help them out.

Please let me know if you need anything else.

VIN: 3GCUKREC7FG[redacted]

Delivery date - 12/16/2015

Aprox Mileage: 39,000 miles

Dealer - Vic Canover – BAC 115[redacted]

Selling Dealer - Patzy Lou in Grand Blanc

Issues is loss of brakes, brake pedal gets hard after repeated use.

Dealer is saying that the brake booster and master cylinder

Peter Joslyn

Brand Quality Manager - Full Size Pickup LD

peter.joslyn@gm.com

cell [redacted]

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:33:46 AM]:

Welcome to chat.

Destiny [9:33:58 AM]:

Thank you for contacting General Motors Customer Assistance, [redacted] My name is Destiny. How may I assist you today?

[redacted] [9:34:17 AM]:

Hello, i wanted to see if you could give me an update on my case

[redacted] [9:34:26 AM]:

[redacted]

[redacted] [9:34:49 AM]:

we are on the 2nd business day now and my 4th day without my car

Destiny [9:37:37 AM]:

I will be more than happy to look further into that information for you!

Destiny [9:38:18 AM]:

Can you please allow me 5-7 minutes to look further into this information for you?

[redacted] [9:38:50 AM]:

sure

Destiny [9:48:02 AM]:

Thank you for your patience. I apologize I was unable to gather an appropriate update to provide you at this time. The request for cost assistance is still being looked into and your case has been assigned to a Senior Advisor. I do apologize for the delay in receiving a response, and we appreciate your patience while the Senior Advisor works with the dealership to gather all necessary information to determine if assistance can be provided for this repair.

Destiny [9:54:08 AM]:

I am still here to assist with any questions, I just want to ensure you are still there.

[redacted] [9:55:36 AM]:

sorry

[redacted] [9:55:39 AM]:

got sidetracked

Destiny [9:55:47 AM]:

That's okay, [redacted]

[redacted] [9:56:50 AM]:

any estimate on when this will be resolved? I am concerned that it is going to be next week that i get my car back and that is a huge issue

Destiny [9:59:16 AM]:

I would be unable to speculate on an estimated time of resolution. If awaiting the determination of cost assistance is causing you an inconvience, you can choose to have the repairs completed at this time. If the Senior Advisor and dealership find that cost assistance can be provided, you can be reimbursed for the amount of assistance that could be provided.

[redacted] [10:00:28 AM]:

thats not an option... if GM wont cover it then i will be taking my business else ware.

[redacted] [10:01:21 AM]:

This in my opinion is a huge safety issue. The brakes went out on us while we were driving a car that is less then 3 years old with approc 40000 miles

[redacted] [10:02:15 AM]:

This is our main family car and my young children are always in it.

Destiny [10:03:17 AM]:

I understand vehicle repair expenses can be an inconvience, but the fact that your vehicle is outside of the Bumper to Bumper warranty that would cover this repair, there most likely will be a cost associated with this repair. Although we are happy to look into assistance with the cost, the warranty that covers the repair has expired.

[redacted] [10:07:34 AM]:

Thats fine.. but like i said... I will take my business else where... my lease on my yukon is up in feb. i had planning on buying a yukon xl but i am very unhappy that a part like this that should never go bad because of the safety implications would not be covered under the extended warranty.

Destiny [10:09:53 AM]:

I apologize for any confusion, but any and all parts on the vehicle will become subject to wear and tear failures at some point in the vehicle life. Customer safety is our priority, and we would love to be able to provide safety systems that stand the test of time and usage, but at this time that is not something that can be achieved.

Destiny [10:11:10 AM]:

I will certainly document your feedback, and we appreciate you taking the time to provide that with us today. If you do decide to purchase elsewhere for your next purchase, we hope to be able to gain back your business in the future.

[redacted] [10:11:31 AM]:

ok... Thanks for your time. i know this is not your fault but very frustrating. hopefully the adviser gets back to me today

Destiny [10:12:09 AM]:

I certainly understand you frustration and I will be sure to notify your advisor.

Destiny [10:12:58 AM]:

your*

Destiny [10:13:10 AM]:

Is there anything else I can assist you with at this time?

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 [2:38:11 PM]:

Welcome to chat.

Tor [2:38:39 PM]:

Thank you for contacting GM Customer Assistance. My name is Tor. How can I assist you today?

[redacted] [2:38:51 PM]:

I wanted to see if there was an update on my case. I called yesterday but dont have my case number handy. Can you look it up another way?

Tor [2:39:53 PM]:

Thanks for chatting in, [redacted]. Your case has been assumed by a new adviser today. They will be contacting you within 1-2 business days.

[redacted] [2:40:43 PM]:

Is there anyway to escalate? I am without a car until this issue is resolved.

[redacted] [2:41:09 PM]:

with 3 kids and 2 full time working adults... its quite a issue

Tor [2:41:59 PM]:

I do apologize, [redacted] There is no way to expedite this. The agent needs to contact the dealership, gather information, work with the dealership to determine the best possible options for you, and then let you know the plan. This does take time and it has not even been 24 hours since you called in originally.

Tor [2:42:04 PM]:

I apologize for the inconvenience.

[redacted] [2:42:18 PM]:

ok.. thanks!

Tor [2:42:36 PM]:

No problem, [redacted]. I apologize for the inconvenience. Is there anything else I can assist you with at this time?

Caller [redacted] left the call.

Call Disconnected.

PE18-012

GM

3-27-2019

Q3



Notice of Service of Process

null / WARBREACH
Transmittal Number: 16868403
Date Processed: 07/11/2017

Primary Contact: Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Los Angeles County Superior Court, California
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	07/11/2017
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	Tbe Bickel Law Firm Inc (San Diego CA) 619-374-4100
Client Requested Information:	Year: 2015 Make: Chevrolet Model: Silverado VIN: 3GCUKREC4FG[redacted]

Notes: The Bickel Law Firm Inc 701 B St Suite 1200San Diego CA 92101-8107
CSC Location document was served: Corporation Service Company which will do business in California as Csc-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC
251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | sop@cscglobal.com

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

GENERAL MOTORS, LLC., and DOE 1 through DOE 10 inclusive

YOU ARE BEING SUED BY PLAINTIFF:

[redacted]

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)
CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (*www.lawhelpcalifornia.org*), the California Courts Online Self-Help Center (*www.courtinfo.ca.gov/selfhelp*), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Los Angeles County Superior Court

Stanley Mosk Courthouse
111 North Hill Street, Los Angeles, CA 90012

CASE NUMBER:
(Número del Caso): [redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
John J. Weber, 701 B Street, Suite 1200, San Diego, California 92101, Tel. (619) 374-4100

DATE: *(Fecha)* JUL 05 2017 Clerk, by *(Secretario)* SHAUNYA BOLDEN, Deputy *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons *(form POS-010).)*
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. [ ] as an individual defendant.
2. [ ] as the person sued under the fictitious name of *(specify):*
3. [X] on behalf of *(specify):* General Motors, LLC
   under: [ ] CCP 416.10 (corporation) [ ] CCP 416.60 (minor)
   [ ] CCP 416.20 (defunct corporation) [ ] CCP 416.70 (conservatee)
   [ ] CCP 416.40 (association or partnership) [ ] CCP 416.90 (authorized person)
   [X] other *(specify):* Limited Liability Corporation
4. [ ] by personal delivery on *(date):*

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

CM-010

ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar number, and address):
John J. Weber, State Bar. No. 313824
THE BICKEL LAW FIRM, INC.
701 B Street, Suite 1200
San Diego, California 92101
TELEPHONE NO.: (619) 374-4100 FAX NO.: (619) 231-9040
ATTORNEY FOR (Name): Plaintiff [redacted]

FOR COURT USE ONLY

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF Los Angeles
STREET ADDRESS: 111 North Hill Street
MAILING ADDRESS: same
CITY AND ZIP CODE: Los Angeles, CA 90012
BRANCH NAME: Stanley Mosk Courthouse

CASE NAME:
[redacted]v. GENERAL MOTORS LLC.

CASE NUMBER: [redacted]

JUDGE:
DEPT:

By Fax

CIVIL CASE COVER SHEET

☑ Unlimited (Amount demanded exceeds $25,000) ☐ Limited (Amount demanded is $25,000 or less)

Complex Case Designation

☐ Counter ☐ Joinder

Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1–6 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:

Auto Tort
- ☐ Auto (22)
- ☐ Uninsured motorist (46)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- ☐ Asbestos (04)
- ☐ Product liability (24)
- ☐ Medical malpractice (45)
- ☐ Other PI/PD/WD (23)

Non-PI/PD/WD (Other) Tort
- ☐ Business tort/unfair business practice (07)
- ☐ Civil rights (08)
- ☐ Defamation (13)
- ☐ Fraud (16)
- ☐ Intellectual property (19)
- ☐ Professional negligence (25)
- ☐ Other non-PI/PD/WD tort (35)

Employment
- ☐ Wrongful termination (36)
- ☐ Other employment (15)

Contract
- ☑ Breach of contract/warranty (06)
- ☐ Rule 3.740 collections (09)
- ☐ Other collections (09)
- ☐ Insurance coverage (18)
- ☐ Other contract (37)

Real Property
- ☐ Eminent domain/inverse condemnation (14)
- ☐ Wrongful eviction (33)
- ☐ Other real property (26)

Unlawful Detainer
- ☐ Commercial (31)
- ☐ Residential (32)
- ☐ Drugs (38)

Judicial Review
- ☐ Asset forfeiture (05)
- ☐ Petition re: arbitration award (11)
- ☐ Writ of mandate (02)
- ☐ Other judicial review (39)

Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400–3.403)
- ☐ Antitrust/Trade regulation (03)
- ☐ Construction defect (10)
- ☐ Mass tort (40)
- ☐ Securities litigation (28)
- ☐ Environmental/Toxic tort (30)
- ☐ Insurance coverage claims arising from the above listed provisionally complex case types (41)

Enforcement of Judgment
- ☐ Enforcement of judgment (20)

Miscellaneous Civil Complaint
- ☐ RICO (27)
- ☐ Other complaint *(not specified above)* (42)

Miscellaneous Civil Petition
- ☐ Partnership and corporate governance (21)
- ☐ Other petition *(not specified above)* (43)

2. This case ☐ is ☑ is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
   a. ☐ Large number of separately represented parties
   b. ☐ Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve
   c. ☐ Substantial amount of documentary evidence
   d. ☐ Large number of witnesses
   e. ☐ Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
   f. ☐ Substantial postjudgment judicial supervision
3. Remedies sought *(check all that apply)*: a. ☑ monetary b. ☐ nonmonetary; declaratory or injunctive relief c. ☑ punitive
4. Number of causes of action *(specify)*: Violation of Cal. Civ. Code 1790 et seq.
5. This case ☐ is ☑ is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. *(You may use form CM-015.)*

Date: July 3, 2017
John J. Weber
(TYPE OR PRINT NAME)

[redacted]
(SIGNATURE)

NOTICE
- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

Form Adopted for Mandatory Use
Judicial Council of California
CM-010 [Rev. July 1, 2007]

CIVIL CASE COVER SHEET

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740;
Cal. Standards of Judicial Administration, std. 3.10
www.courtinfo.ca.gov

SHORT TITLE: [redacted]. GENERAL MOTORS LLC, et al.	CASE NUMBER [redacted]

By Fax

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.3 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? ✓YES CLASS ACTION? YES LIMITED CASE? YES TIME ESTIMATED FOR TRIAL 5-7 Days HOURS/✓DAYS

Item II. Indicate the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column **A**, the Civil Case Cover Sheet case type you selected.

Step 2: Check one Superior Court type of action in Column **B** below which best describes the nature of this case.

Step 3: In Column **C**, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.3.

Applicable Reasons for Choosing Courthouse Location (see Column C below)

1. Class actions must be filed in the Stanley Mosk Courthouse, central district.
2. May be filed in central (other county, or no bodily injury/property damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office
11. Mandatory Filing Location (Hub Case)

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A	B	C
Auto Tort	Auto (22)	☐ A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	☐ A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	☐ A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	☐ A7210 Medical Malpractice - Physicians & Surgeons ☐ A7240 Other Professional Health Care Malpractice	1., 4. 1., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	☐ A7250 Premises Liability (e.g., slip and fall) ☐ A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) ☐ A7270 Intentional Infliction of Emotional Distress ☐ A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 4. 1., 4. 1., 3. 1., 4.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Business Tort (07)	☐ A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 3.
	Civil Rights (08)	☐ A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	☐ A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	☐ A6013 Fraud (no contract)	1., 2., 3.
	Professional Negligence (25)	☐ A6017 Legal Malpractice ☐ A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
	Other (35)	☐ A6025 Other Non-Personal Injury/Property Damage tort	2.,3.
Employment	Wrongful Termination (36)	☐ A6037 Wrongful Termination	1., 2., 3.
	Other Employment (15)	☐ A6024 Other Employment Complaint Case ☐ A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Contract	Breach of Contract/ Warranty (06) (not insurance)	☐ A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) ☐ A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) ☐ A6019 Negligent Breach of Contract/Warranty (no fraud) ☑ A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
	Collections (09)	☐ A6002 Collections Case-Seller Plaintiff ☐ A6012 Other Promissory Note/Collections Case ☐ A6034 Collections Case-Purchased Debt (Charged Off Consumer Debt Purchased on or after January 1, 2014)	2., 5., 6, 11 2., 5, 11 5, 6, 11
	Insurance Coverage (18)	☐ A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
	Other Contract (37)	☐ A6009 Contractual Fraud ☐ A6031 Tortious Interference ☐ A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Real Property	Eminent Domain/Inverse Condemnation (14)	☐ A7300 Eminent Domain/Condemnation Number of parcels_____	2.
	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case	2., 6.
	Other Real Property (26)	☐ A6018 Mortgage Foreclosure ☐ A6032 Quiet Title ☐ A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Residential (32)	☐ A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Post-Foreclosure (34)	☐ A6020F Unlawful Detainer-Post-Foreclosure	2., 6.
	Unlawful Detainer-Drugs (38)	☐ A6022 Unlawful Detainer-Drugs	2., 6.

SHORT TIT [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Judicial Review	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2., 6.
	Petition re Arbitration (11)	☐ A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
	Writ of Mandate (02)	☐ A6151 Writ - Administrative Mandamus	2., 8.
		☐ A6152 Writ - Mandamus on Limited Court Case Matter	2.
		☐ A6153 Writ - Other Limited Court Case Review	2.
	Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	☐ A6003 Antitrust/Trade Regulation	1., 2., 8.
	Construction Defect (10)	☐ A6007 Construction Defect	1., 2., 3.
	Claims Involving Mass Tort (40)	☐ A6006 Claims Involving Mass Tort	1., 2., 8.
	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1., 2., 8.
	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	☐ A6141 Sister State Judgment	2., 9.
		☐ A6160 Abstract of Judgment	2., 6.
		☐ A6107 Confession of Judgment (non-domestic relations)	2., 9.
		☐ A6140 Administrative Agency Award (not unpaid taxes)	2., 8.
		☐ A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax	2., 8.
		☐ A6112 Other Enforcement of Judgment Case	2., 8., 9.
Miscellaneous Civil Complaints	RICO (27)	☐ A6033 Racketeering (RICO) Case	1., 2., 8.
	Other Complaints (Not Specified Above) (42)	☐ A6030 Declaratory Relief Only	1., 2., 8.
		☐ A6040 Injunctive Relief Only (not domestic/harassment)	2., 8.
		☐ A6011 Other Commercial Complaint Case (non-tort/non-complex)	1., 2., 8.
		☐ A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8.
Miscellaneous Civil Petitions	Partnership Corporation Governance (21)	☐ A6113 Partnership and Corporate Governance Case	2., 8.
	Other Petitions (Not Specified Above) (43)	☐ A6121 Civil Harassment	2., 3., 9.
		☐ A6123 Workplace Harassment	2., 3., 9.
		☐ A6124 Elder/Dependent Adult Abuse Case	2., 3., 9.
		☐ A6190 Election Contest	2.
		☐ A6110 Petition for Change of Name	2., 7.
		☐ A6170 Petition for Relief from Late Claim Law	2., 3., 4., 8.
		☐ A6100 Other Civil Petition	2., 9.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected for this case. ☐1. ☑2. ☐3. ☐4. ☐5. ☐6. ☐7. ☐8. ☐9. ☐10. ☐11.	ADDRESS: 3330 S Figueroa St	
CITY: Los Angeles	STATE: CA	ZIP CODE: 90007

Item IV. *Declaration of Assignment*: I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Stanley Mosk courthouse in the Central District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., § 392 et seq., and Local Rule 2.3, subd.(a).

Dated: July 3, 2017

[redacted]

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 03/15).
5. Payment in full of the filing fee, unless fees have been waived.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

THE BICKEL LAW FIRM, INC.
Brian J. Bickel, State Bar No. [redacted]
Erika N. Kavicky, State Bar No. [redacted]
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701 B St, Suite 1200
San Diego, California 92101-8107
Telephone: (619) 374-4100
Facsimile: (619) 231-9040

Attorneys for Plaintif[redacted]

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES

STANLEY MOSK COURTHOUSE

[redacted]

[redacted]

Plaintiff,

vs.

GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive,

Defendants,

Case No. [redacted]

COMPLAINT FOR VIOLATION OF THE SONG-BEVERLY CONSUMER WARRANTY ACT

By Fax

Plaintiff alleges:

1. Plaintif[redacted] (hereinafter "Plaintiff") is, and at all times mentioned herein was, a competent adult.

2. Plaintiff is informed and believes and thereupon alleges that defendant GENERAL MOTORS, LLC is a limited liability company.

3. Defendants DOE 1 through DOE 10 inclusive are sued herein pursuant to California Code of Civil Procedure §474. DOE 1 through DOE 10 are each independently, or as a representative of another defendant in this suit, responsible in some manner for the causes of action set forth herein and the damages sustained by Plaintiff.

4. Plaintiff purchased the subject 2015 Chevrolet Silverado, VIN:

3GCUKREC4FG[redacted] ("the subject vehicle") on or about June 20, 2015 from Martin Chevrolet in Torrance, California. The subject vehicle is a new motor vehicle that was bought primarily for personal, family, or household purposes or it is a new motor vehicle with a gross vehicle weight under 10,000 pounds that was bought or used primarily for business purposes by an entity to which not more than five motor vehicles are registered in this state. The subject vehicle is a "new motor vehicle" under the Song-Beverly Consumer Warranty Act, Civil Code §§1790 et seq ("the Act").

5. Martin Chevrolet is engaged in the business of distributing or selling consumer goods at retail. Plaintiff is a "buyer" under the Act.

6. GENERAL MOTORS, LLC manufactures, assembles, or produces consumer goods. GENERAL MOTORS, LLC is a "manufacturer" under the Act.

7. GENERAL MOTORS, LLC issued an "express warranty" to Plaintiff in which, *inter alia*, GENERAL MOTORS, LLC undertook to preserve or maintain the utility or performance of the subject vehicle. Said warranty was an integral factor in Plaintiff's decision to purchase the subject vehicle.

8. The subject vehicle has suffered from nonconformity(s) to warranty, including, but not limited to, recurrent and intermittent malfunction and failure of the engine, recurrent and intermittent malfunction and failure of the brakes, and recurrent and intermittent malfunction and failure of the transmission. Said nonconformity(s) have substantially impaired the vehicle's use, value, or safety to Plaintiff.

9. Plaintiff has delivered the vehicle to GENERAL MOTORS, LLC or its authorized repair facility(s) for repair of said nonconformity(s). GENERAL MOTORS, LLC or its authorized repair facility(s) have failed to commence repairs within a reasonable time; failed to complete repairs within (30) days; and/or failed to service or repair the subject vehicle to warranty after a reasonable number of attempts.

10. The subject vehicle was not fit for the ordinary purposes for which such goods are used and was not of the same quality as those generally acceptable in the trade. GENERAL MOTORS, LLC breached the implied warranty of merchantability and implied warranty of fitness. Plaintiff is entitled to revoke acceptance of the subject vehicle under the Act.

11. GENERAL MOTORS, LLC has not replaced the vehicle or otherwise made restitution to Plaintiff pursuant to its obligations under the Act.

12. Plaintiff is informed and believes and thereupon alleges that GENERAL MOTORS, LLC's refusal to replace the vehicle or make restitution to Plaintiff was wilful and not the result of a good faith and reasonable belief that the facts imposing said statutory obligation were absent.

13. Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal to the actual price paid or payable by Plaintiff and collateral charges such as sales tax, license fees, registration fees, and other official fees less an amount directly attributable to use by Plaintiff prior to the time Plaintiff first delivered the vehicle for repair.

14. Plaintiff is entitled to recover incidental, consequential, and general damages, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by Plaintiff.

15. Plaintiff is entitled to recover a civil penalty up to two times the amount of actual damages for GENERAL MOTORS, LLC's willful refusal to comply with its statutory obligations under the Act.

16. Plaintiff is entitled to recover a sum equal to the aggregate amount of costs and expenses including attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action.

WHEREFORE, Plaintiff prays judgment against GENERAL MOTORS, LLC as follows:

1. For actual damages, including collateral charges, and incidental, consequential, and general damages. To date, such damages include, but are not limited to Plaintiff's down payment, Plaintiff's monthly payments, and, in amounts according to proof, future finance payments and/or lien payoff, repair expenses, towing expenses, vehicle registration expenses, expenses inadvertently omitted herein, and other future expenses reasonably incurred by Plaintiff in connection with this action; and

2. For a civil penalty up to two times the amount of actual damages; and

3. For rescission of the contract and restitution of consideration; and

4. For interest on said sum from date of rescission to date of judgment herein; and

5. For attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action; and

6. For costs of suit incurred in connection with the commencement and prosecution of this action; and

7. For such other and further relief as the court deems proper.

DATED: July 3, 2017

THE BICKEL LAW FIRM, INC.
Attorneys for Plaintiff

By: [redacted]
JOHN J. WEBER

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
NOTICE OF CASE ASSIGNMENT - UNLIMITED CIVIL CASE (NON-CLASS ACTION)
Case Number _____

[redacted]

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

Your case is assigned for all purposes to the judge indicated below. There is more information on the reverse side of this form.

	ASSIGNED JUDGE	DEPT	ROOM
	Hon. Debre K. Weintraub	1	534
	Hon. Barbara A. Meiers	12	636
	Hon. Terry A. Green	14	300
	Hon. Richard Fruin	15	307
	Hon. Rita Miller	16	306
	Hon. Richard E. Rico	17	309
	Hon. Stephanie Bowick	19	311
	Hon. Dalila Corral Lyons	20	310
	Hon. Robert L. Hess	24	314
	Hon. Yvette M. Palazuelos	28	318
	Hon. Barbara Scheper	30	400
	Hon. Samantha Jessner	31	407
	Hon. Daniel S. Murphy	32	406
	Hon. Michael P. Linfield	34	408
	Hon. Gregory Alarcon	36	410
	Hon. Marc Marmaro	37	413
	Hon. Maureen Duffy-Lewis	38	412
	Hon. Elizabeth Feffer	39	415
	Hon. David Sotelo	40	414
	Hon. Holly E. Kendig	42	416
	Hon. Mel Red Recana	45	529
	Hon. Frederick C. Shaller	46	500
	Hon. Randolph Hammock	47	507

	ASSIGNED JUDGE	DEPT	ROOM
	Hon. Elizabeth Allen White	48	506
	Hon. Deirdre Hill	49	509
	Hon. Teresa A. Beaudet	50	508
	Hon. Michael J. Raphael	51	511
	Hon. Susan Bryant-Deason	52	510
	Hon. Howard L. Halm	53	513
	Hon. Ernest M. Hiroshige	54	512
	Hon. Malcolm H. Mackey	55	515
	Hon. Michael Johnson	56	514
	Hon. John P. Doyle	58	516
	Hon. Gregory Keosian	61	732
	Hon. Michael L. Stern	62	600
	Hon. Mark Mooney	68	617
	Hon. William F. Fahey	69	621
	Hon. Monica Bachner	71	729
	Hon. Ruth Ann Kwan	72	731
	Hon. Rafael Ongkeko	73	733
	Hon. Joseph R. Kalin	74	735
	Hon. Gail Ruderman Feuer	78	730
	Hon. Steven J. Kleifield	324	CCW
	*Provisionally Complex Non-class Action Cases Assignment is Pending Complex Determination	308	CCW

*Complex

All non-class action cases designated as provisionally complex are forwarded to the Supervising Judge of the Complex Litigation Program located in the Central Civil West Courthouse (600 S. Commonwealth Ave., Los Angeles 90005), for complex/non-complex determination pursuant to Local Rule 3.3(k). This procedure is for the purpose of assessing whether or not the case is complex within the meaning of California Rules of Court, rule 3.400. Depending on the outcome of that assessment, the case may be reassigned to one of the judges of the Complex Litigation Program or reassigned randomly to a court in the Central District.

Given to the Plaintiff/Cross-Complainant/Attorney of Record on _____ SHERRI R. CARTER, Executive Officer/Clerk

By _____, Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the Chapter Three Rules, as applicable in the Central District, are summarized for your assistance.

APPLICATION

The Chapter Three Rules were effective January 1, 1994. They apply to all general civil cases.

PRIORITY OVER OTHER RULES

The Chapter Three Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE

A challenge under Code of Civil Procedure section 170.6 must be made within 15 days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS

Cases assigned to the Individual Calendaring Court will be subject to processing under the following time standards:

COMPLAINTS: All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days of filing.

CROSS-COMPLAINTS: Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

A Status Conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE

The Court will require the parties at a status conference not more than 10 days before the trial to have timely filed and served all motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested jury instructions, and special jury instructions and special jury verdicts. These matters may be heard and resolved at this conference. At least 5 days before this conference, counsel must also have exchanged lists of exhibits and witnesses and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Eight of the Los Angeles Superior Court Rules.

SANCTIONS

The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party or if appropriate on counsel for the party.

This is not a complete delineation of the Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is absolutely imperative.

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS

Superior Court of California
County of Los Angeles

LACBA
Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section

Consumer Attorneys
Association of Los Angeles

Southern California
Defense Counsel

Association of
Business Trial Lawyers

California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆Los Angeles County Bar Association Litigation Section◆

◆ Los Angeles County Bar Association
Labor and Employment Law Section◆

◆Consumer Attorneys Association of Los Angeles◆

◆Southern California Defense Counsel◆

◆Association of Business Trial Lawyers◆

◆California Employment Lawyers Association◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – DISCOVERY RESOLUTION		CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.

2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.

3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:

    a. The party requesting the Informal Discovery Conference will:

        i. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;

        ii. Include a brief summary of the dispute and specify the relief requested; and

        iii. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.

    b. Any Answer to a Request for Informal Discovery Conference must:

        i. Also be filed on the approved form (copy attached);

        ii. Include a brief summary of why the requested relief should be denied;

iii. Be filed within two (2) court days of receipt of the Request; and

iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.

c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.

d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.

e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.

4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.

5. The parties hereby further agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.

   It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.290(c).

6. Nothing herein will preclude any party from applying *ex parte* for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.

7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.

8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE:	CASE NUMBER:

The following parties stipulate:

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR PLAINTIFF)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – EARLY ORGANIZATIONAL MEETING		CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, *to discuss and consider whether there can be agreement on the following*:

   a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?

   b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");

   c. Exchange of names and contact information of witnesses;

   d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;

   e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;

   f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;

   g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

(SHORT TITLE)	CASE NUMBER

discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;

i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at www.lacourt.org under "Civil" and then under "*General Information*").

2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ (INSERT DATE) for the complaint, and _____ (INSERT DATE) for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at www.lacourt.org under "Civil", click on "*General Information*", then click on "*Voluntary Efficient Litigation Stipulations*".

3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.

4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR PLAINTIFF)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME) ▶ _____ (ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER:	Reserved for Clerk's File Stamp
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)		CASE NUMBER:

1. This document relates to:
   - ☐ Request for Informal Discovery Conference
   - ☐ Answer to Request for Informal Discovery Conference
2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).
3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).
4. **For a Request for Informal Discovery Conference, briefly describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, briefly describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.**

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION AND ORDER – MOTIONS IN LIMINE		CASE NUMBER

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least ____ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.

2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:

   a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.

   b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.

3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE	CASE NUMBER

The following parties stipulate:

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR PLAINTIFF)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR DEFENDANT)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR _____)

Date:

_____ (TYPE OR PRINT NAME)

> _____ (ATTORNEY FOR _____)

THE COURT SO ORDERS.

Date: _____

_____ JUDICIAL OFFICER

Superior Court of California
County of Los Angeles

ALTERNATIVE DISPUTE RESOLUTION (ADR)
INFORMATION PACKET

The person who files a civil lawsuit (plaintiff) must include the ADR Information Packet with the complaint when serving the defendant. Cross-complainants must serve the ADR Information Packet on any new parties named to the action together with the cross-complaint.

There are a number of ways to resolve civil disputes without having to sue someone. These alternatives to a lawsuit are known as alternative dispute resolution (ADR).

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals. For example, in mediations, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help resolve disputes without having to go to court.

LAADR 005 (Rev. 03/17)
LASC Adopted 10-03
Cal. Rules of Court, rule 3.221

Advantages of ADR

- Often faster than going to trial
- Often less expensive, saving the litigants court costs, attorney's fees and expert fees.
- May permit more participation, allowing parties to have more control over the outcome.
- Allows for flexibility in choice of ADR processes and resolution of the dispute.
- Fosters cooperation by allowing parties to work together with the neutral to resolve the dispute and mutually agree to remedy.
- There are fewer, if any, court appearances. Because ADR can be faster and save money, it can reduce stress.

Disadvantages of ADR - ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.
- The neutral may charge a fee for his or her services.
- If the dispute is not resolved through ADR, the parties may then have to face the usual and traditional costs of trial, such as attorney's fees and expert fees.

The Most Common Types of ADR

- **Mediation**

  In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the parties, rather than the mediator, decide how the dispute is to be resolved.

  - **Mediation is particularly effective** when the parties have a continuing relationship, like neighbors or business people. Mediation is also very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to express their feelings and find out how the other sees things.

  - **Mediation may not be effective** when one party is unwilling to cooperate or compromise or when one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

- **Arbitration**

  In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is typically less formal than a trial, and the rules of evidence may be relaxed. Arbitration may be either "binding" or "non-binding." Binding arbitration means the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Non-binding arbitration means that the parties are free to request a trial if they reject the arbitrator's decision.

  Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

- **Mandatory Settlement Conference (MSC)**

  Settlement Conferences are appropriate in any case where settlement is an option. Mandatory Settlement Conferences are ordered by the Court and are often held near the date a case is set for trial. The parties and their attorneys meet with a judge who devotes his or her time exclusively to preside over the MSC. The judge does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement.

  The Los Angeles Superior Court Mandatory Settlement Conference (MSC) program is free of charge and staffed by experienced sitting civil judges who devote their time exclusively to presiding over MSCs. The judges participating in the judicial MSC program and their locations are identified in the List of Settlement Officers found on the Los Angeles Superior Court website at http://www.lacourt.org/. This program is available in general jurisdiction cases with represented parties from Independent calendar (IC) and Central Civil West (CCW) courtrooms. In addition, on an ad hoc basis, personal injury cases may be referred to the program on the eve of trial by the personal injury master calendar courts in the Stanley Mosk Courthouse or the asbestos calendar court in CCW.

  In order to access the Los Angeles Superior Court MSC Program the judge in the IC courtroom, the CCW Courtroom or the personal injury master calendar courtroom must refer the parties to the program. Further, all parties must complete the information requested in the Settlement Conference Intake Form and email the completed form to mscdept18@lacourt.org.

Additional Information

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs (www.dca.ca.gov) Consumer Information Center toll free at 800-952-5210, or;
- Contact the local bar association (http://www.lacba.org/) or;
- Look in a telephone directory or search online for "mediators; or "arbitrators."

There may be a charge for services provided by private arbitrators and mediators.

A list of approved State Bar Approved Mandatory Fee Arbitration programs is available at http://calbar.ca.gov/Attorneys/MemberServices/FeeArbitration/ApprovedPrograms.aspx#19

To request information about, or assistance with, dispute resolution, call the number listed below. Or you may call a Contract Provider agency directly. A list of current Contract Provider agencies in Los Angeles County is available at the link below.

http://css.lacounty.gov/programs/dispute-resolution-program-drp/

County of Los Angeles Dispute Resolution Program
3175 West 6th Street, Room 406
Los Angeles, CA 90020-1798
TEL: (213) 738-2621
FAX: (213) 386-3995

PE18-012

GM

3-27-2019

Q3



Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

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

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
The Bickel Law Firm, Inc.

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. 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: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its 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.) See instructions.
701 B Street, Suite 1200

Requester's name and address (optional)

6 City, state, and ZIP code
San Diego, CA 92101

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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

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

or

Employer identification number
[redacted]

Part II Certification

Under penalties of perjury, I certify that:

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

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

Sign Here Signature of U.S. person ▶ [redacted] Date ▶ 12-28-17

General Instruc[redacted]

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

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, *later.*

PE18-012

GM

3-27-2019

Q3



Hooman Chevrolet

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

fax

TO: Zenia FROM: [redacted] Nissani

FAX: 5869200873 PAGES:

PHONE: DATE: 7/18/17

RE: CC:

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

Comments:

Vin [redacted]

[redacted]

[redacted]

CELL: [redacted]

JORGE ESCOBAR 997447 [redacted] 10/31/16

49,106 /

[redacted]/CHEVROLET TRUCK/SILVERADO 1500/CR

3 G C U K R E C 4 F G [redacted]

10/27/16

MO: 49106

JOB# 1 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
[redacted] 997317	10/27/16	0.00	0.00	0.00	0.30	ENTERED IN INVOICING
997317	10/27/16	12.00	12.00	0.00	0.00	FINISHED
			TOTAL TECH TIME	0.00	0.30	

OPEN RECALL 16007 Frontal Airbag And Pretensioner Non Deploy
AS PER RECALL
REPROGRAMMED COMPUTER AS NEEDED

JOB# 1 TOTALS

	LABOR	34.25
JOB# 1 JOURNAL PREFIX CWWS	JOB# 1 TOTAL	34.25
	R/O TAX	0.00
	R/O TOTALS	34.25

WARRANTY CLAIM DETAIL TOTALS

CLAIM#	TOTAL
[redacted]	34.25
CLAIM TOTALS	34.25

APPROVED BY SIGNATURE

[redacted]

[redacted]

[redacted]

WARRANTY COPY

[CONTINUED ON NEXT PAGE] 03:11pm

[redacted]

[redacted]

JORGE ESCOBAR 997447 [redacted] 10/31/16

CELL: [redacted]

49,106 /

15/CHEVROLET TRUCK/SILVERADO 1500/CR

3 G C U K R E C 4 F G [redacted]

10/27/16

MO: 49106

DCS AUDIT SLIP

JOB CARD [redacted]

VIN	3GCUKREC4FG[redacted]	REPAIRING BAC	292842
ODOMETER INDICATOR	M	JOB CARD OPEN DATE	10/27/2016
ODOMETER	49106	SERVICE ADVISOR GMIN	386225967
NON-GM VEHICLE	N	FOREIGN TOURIST	
REFERENCE NUMBER			

JOB	PAY TYPE	TRANS TYPE	CATEGORY	ERA CLAIM#	OEM SAP TRAN.#	VER
1	W	ZFAT		[redacted]	001309670447	0002

JOB COMPLETION DATE: 10/27/2016
TECHNICIAN GMIN: 311759960

LABOR OPERATION	BASE HOURS	ADD PUB.
9102276	0.2	.1

OTHER LABOR OPS (Y/N) N

CORRECTION DESCRIPTION: REPROGRAMMED COMPUTER AS NEEDED

WAIVE DEDUCTIBLE (Y/N) N

	TOTAL W/O TAX	TAX	TOTAL
PARTS HANDLING	0.00		
PARTS	0.00	0.00	0.00
LABOR	34.25	0.00	34.25
NET ITEMS	0.00	0.00	0.00
PARTICIPATION AMOUNT			(0.00)
TRANSACTION	34.25	0.00	34.25

[redacted]

WARRANTY COPY

[END OF INVOICE] 03:11pm

[redacted]

[redacted]

JORGE ESCOBAR 997447 [redacted] 10/27/16

CELL: [redacted]

49,106 /

15/CHEVROLET TRUCK/SILVERADO 1500/CR

3 G C U K R E C 4 F G [redacted]

10/27/16

MO: 49106

JOB# 1 CHARGES

LABOR

OPEN RECALL 16007 Frontal Airbag And Pretensioner Non Deploy
AS PER RECALL
REPROGRAMMED COMPUTER AS NEEDED

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX CVCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR

CUSTOMER REQUESTS MULTI POINT VEHICLE INSPECTION
RECOMMENDED REAR BRAKE AIR FILTER AND CABIN AIR FILTER
CUSTOMER BEEN ADVICE AND DECLINED AT THIS TIME

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX CVCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR

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

JOB# 3 TOTALS

JOB# 3 JOURNAL PREFIX CVCS JOB# 3 TOTAL 0.00

TOTALS

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

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

PARTS DESIGNATED WITH AN ASTERISK (*) INDICATE LIMITED LIFETIME SERVICE GUARANTEE APPLIES FOR CUSTOMER PAY REPA[redacted]

[redacted]

ACCOUNTING COPY

[END OF INVOICE] 12:59pm

Vehicle Report

Printed on: 10/27/2016 01:30:04

WORKBENCH Service

VIN: 3GCUKREC4FG[redacted] **Vehicle Model:** 2015 SILVERADO 1500 4WD CREW CAB **Delivery Date:** 06/20/2015

Service Consultant : JORGE ESCOBAR **Mileage :** 49106

Vehicle Summary

OnStar Status	Advanced Diagnostics	DMN Enabled	Radio Status	Radio ID
Equipped - Active	Yes	Yes	Equipped - Active	BQY4E38H

Required Field Actions

Number	Type	Description	Release Date	Status
16007	Product Safety Recall	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Open

Applicable Warranties

Description	Effective Date	Effective Odometer	End Date	End Odometer	Warranty Status
Emission Limited Warranty	06/20/2015	96 MI	06/20/2018	50096 MI	Applicable
Corrosion Limited Warranty	06/20/2015	96 MI	06/20/2021	100096 MI	Applicable
Powertrain Limited Warranty	06/20/2015	96 MI	06/20/2020	100096 MI	Applicable
Emission Select Component Ltd Wty	06/20/2015	96 MI	06/20/2023	80096 MI	Applicable
Emission Select State Component Ltd Wty	06/20/2015	96 MI	06/20/2022	70096 MI	Applicable
Chevrolet 2 Year Scheduled Maintenance	06/20/2015	96 MI	06/20/2017	24096 MI	Expired
Bumper to Bumper Limited Warranty	06/20/2015	96 MI	06/20/2018	36096 MI	Expired

Service Contracts

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

No information found for this vehicle.

Service Information

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

Vehicle Transaction History

Service Date	R.O. Number	Transaction Type	OP Code	Description	Odometer Reading	Service Type
12/22/2015	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	19003 MI	Warranty
09/17/2015	[redacted]	ZREG	0600723	Chevrolet 2 Year Maintenance	9207 MI	Warranty
05/20/2015	[redacted]	ZPDI	0590072	Pre-Delivery Inspection - Base Time	1 MI	Warranty

Repair Order History

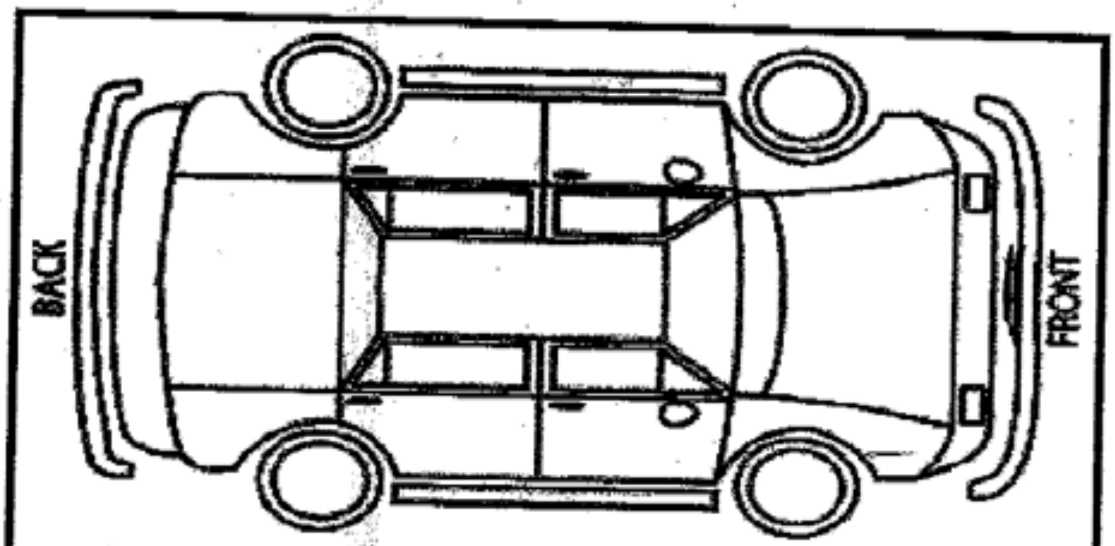
	R.O. Closure Date	R.O. Number	Service Location	1st R.O. Job Description Text	R.O. Job Count	Job Type Indicators	Vehicle R.O. Mileage
	06/08/2016	[redacted]	CA	LOF/TIRE ROTATE/MPVI PROMOTION - DEXOS OIL	15	C,I	35668 MI
	02/16/2016	[redacted]	CA	LOF/TIRE ROTATE/MPVI PROMOTION - DEXOS OIL	5	C,I	24485 MI

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

PRIOR BODY DAMAGE INSPECTION SHEET

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

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



ADVISOR SIGNATURE [redacted] IATURE

TAG [redacted] VIN# [redacted] MILEAGE: _____

COMPLAINTS/DETAILS: [redacted]

Shop Notes for RO# [redacted]

10/27/16 11:05 AM — Nicholay Semendeieff

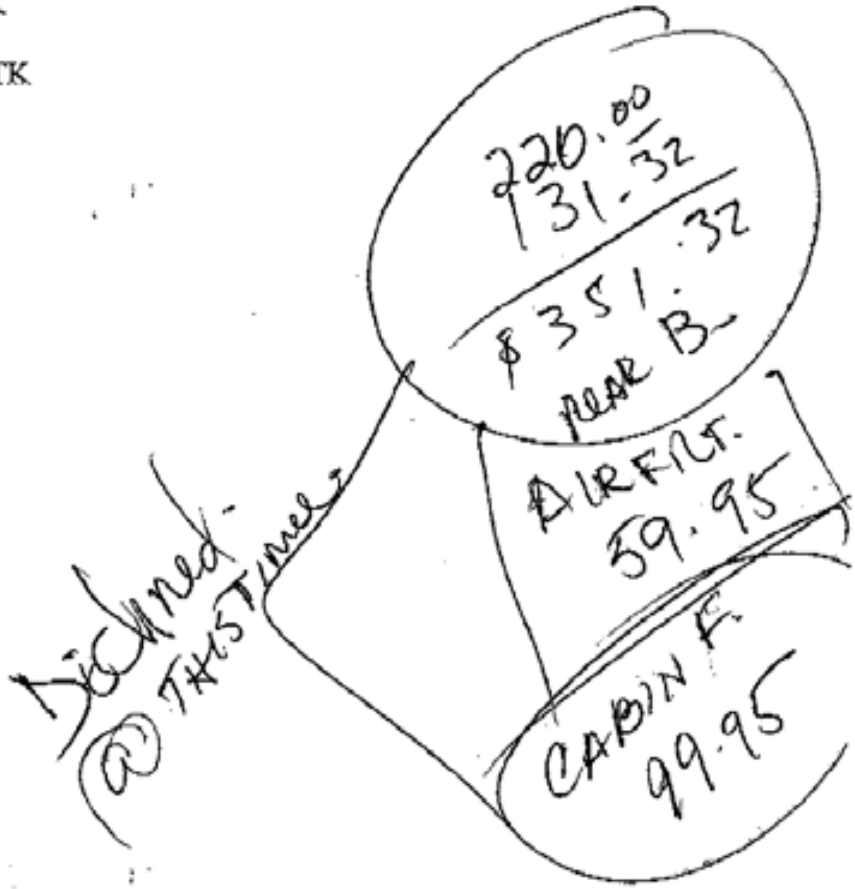
[x] Price Parts [ ] Pull Parts

front pads 2.0
rear pads 2.0
air filter 0.5
cabin filter 0.5
complete fuel svc 1.8
brake flush 1.0
moc a/c cleaner

10/27/16 11:13 AM — Moises Soto

23135915 FRTT PADS $131.32 ONE DAY

23164777 REAR PADS $124.29 IN STK
22845992 AIR FILTER $48.31 IN STK
23281440 CABIN FILTER $31.63 IN STK



[redacted]

[redacted]

CELL: [redacted]

JORGE ESCOBAR 997447 [redacted] 10/31/16

49,106 /

15/CHEVROLET TRUCK/SILVERADO 1500/CR

3 G C U K R E C 4 F G [redacted]

10/27/16

MO: 49106

JOB# 2 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	10/27/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
997317	10/27/16	12.00	12.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

CUSTOMER REQUESTS MULTI POINT VEHICLE INSPECTION
RECOMMENDED REAR BRAKE AIR FILTER AND CABIN AIR FILTER
CUSTOMER BEEN ADVICE AND DECLINED AT THIS TIME

JOB# 3 CHARGES

LABOR

TECH#	DATE	START	FINISH	ACT	TIME	DESCRIPTION
997317	10/27/16	0.00	0.00	0.00	0.00	ENTERED IN INVOICING
997317	10/27/16	12.00	12.00	0.00	0.00	FINISHED
		TOTAL TECH TIME		0.00	0.00	

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

TOTALS

CONTROL# ACCOUNT NUMBER AMOUNT..

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

[redacted]

APPROVED BY SIGNATURE

[redacted]

ACCOUNTING COPY

[END OF INVOICE] 03:11pm

[redacted]

PE18-012

GM

3-27-2019

Q3



CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.										
	CAUSE: GROUND REPAIRS										
	CONCERN CODE: OJ										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		2032	WP	2.86	2.70	8100	37878			378.78	378.78
	FC: 6596 PART#: COUNT:					0		0 TPARTS			
	CLAIM TYPE:										
	AUTH CODE:										
						8100	37878 TLABOR				
	60731 5430010 2.70										
	WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLE RELATED BULLETINS. OK PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY.										
	AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 218. INSPECT STARTER SOLENOID B+ BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT B+ BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .100 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8. BATTERY TEST GOOD. PER PIT 5307E: INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SILL PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK.										
	AFTER PERFORMING TEST'S AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM. OPERATING										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Copyright 2009 ADP, Inc. SERVICE INVOICE 4.0 X5820

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.										
B	OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x										
	QC	QUALITY CONTROL ROAD TEST									
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.										
C	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
	CAUSE: CHECK TIRE PRESSURES										
	0401	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.									
		2032	IP	0.00	0.00	0	0			0.00	0.00
D	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
	0108	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.									
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.										
E	OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL CLERICAL										
	2032		CP	0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
			CP			3000	3250			32.50	32.50
F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420		TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)								
	2032		IP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL CLERICAL										
	2032		IP	0.00	0.00	0	0			0.00	0.00

EST: 0.00 22FEB17 11:43 SA: 942

EST: 32.50 01MAR17 09:06 SA: 942
CONTACT: [redacted]

TOTAL MILES ROAD TEST WAS 21

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032F E D C B		
	09:39	10:19	0.67	W	2032	A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 4

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		10:19	10:21	0.03		W	2032	A			
		10:21	10:28	0.12		W	2032	A			
		11:03	11:43	0.67		W	2032	A			
		11:43	11:43	0.00		W	2032C D E F G				

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	37878	8100		46000	0	0	
49100	3250	3000		26300	37878	*******	
6704	0	*******		22500	3250	*******	

COST, SALE, & COMP TOTALS 11100 41128 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	32.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	32.50
DISC. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	32.50

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE										
	OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME										
		2032	IP	0.00	0.00	0	0			0.00	0.00
	61433 PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED. RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE SYMPTOMS. VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.										
B	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
	0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
		185	IP	0.35	0.00	0	0			0.00	0.00
	61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE MISSING AT RIGHT SIDE WHEELS										
C	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
	CAUSE: CHECK TIRE PRESSURES										
	0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		185	IP	0.00	0.00	0	0			0.00	0.00
61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI											
D TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)									
		185	IP	0.00	0.00	0	0			0.00	0.00
E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.											
CAUSE: Maintenance											
	0040072	Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.									
		185	CP	0.00	0.80	1400	2380			23.80	23.80
	OILFEE	OIL HAZARDOUS WASTE DISPOSAL FEE									
						0	161			1.61	1.61
	1 19330000	(S)FILTER				430	801	0	8.60	8.01	8.01
	8 19352900	0W20 F/SYN OIL				2696	3224	0	5.91	4.03	32.24
61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM											

EST: 67.00 08MAR17 09:30 SA: 942

EST: 70.00 10MAR17 17:40 SA: 942
CONTACT: TAX

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

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JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ROAD TESTED TO 61477, 44 MILES ROAD TEST						THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.					

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-17	10:09	10:09	0.00	W	185	E D C B	
	10:20	10:20	0.00	W	185	B C D E	
	11:18	11:39	0.35	W	185	B C D E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	2380	1400		6904	161	0	
46700	801	430		49100	3224	2696	
32400	352	0		6704	0	*******	
22500	6918	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4526	6566	0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	23.80
PARTS AMOUNT	40.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.61
TOTAL CHARGES	65.66
DISC. / INS.	0.00
SALES TAX	3.52
PLEASE PAY THIS AMOUNT	69.18

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD329540226

[redacted]

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE SHIFT INDICATOR SHIFTED TO PARK AND STALLED WHILE AT A STOP WITH BRAKES APPLIED. CHECK ND ADVISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
60362 Performed diagnostic test, no codes found at this time. Road Tested vehicle for a stalling concern, and was unable to duplicate customer concern at this time. Operating within specifications at this time.

****

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD329540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
	1266	IP				(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE C:		0.00

****

D TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
0418 TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)

	1266	IP				(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE D:		0.00

****

E** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

	1266	IP				(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE E:		0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN. OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.

****

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

	1266	IP				(N/C)
PARTS: 0.00	LABOR: 0.00	OTHER: 0.00		TOTAL LINE F:		0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.

****

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT

	185	IP	(N/C)
1	19287401	CLEANER	(N/C)
1	23135915	(S)PAD KIT	(N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD329540226

[redacted]

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

60362 front brakes were 0 mm left warning sensors on rotors 2.00
replaced front brake pads with gm product quality resurfaced rotors
test drive 60362 to 60365 ok'

****

H** NOTE: ADD ON CONCERN PER CUSTOMER 2-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted]. CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.

OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

733 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

RENTAL RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

150 IRC (N/C)

SUBL ONE DAY RENTAL PER BEN GUETTERMAN PO#1252

IRC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

****

J** OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.

INFO INFORMATION ONLY

733 IP (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 4

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD329540226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

****

K** CUSTOMER DECLINED: REAR BRAKES AT THIS TIME. REAR BRAKES ARE AT 3MM LEFT. QUOTE: $338.00

DECL CUSTOMER DECLINED RECOMENDATION

185 IP (N/C)

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

****

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252

CONTACT: [redacted]

AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

INFORMATION:REAR BRAKES ARE AT 3MM LEFT. CUSTOM ER DECLINEDROAD TESTED TO 60,369 MILES

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER COPY

PE18-012

GM

3-27-2019

Q3



FAX

For:	Attention Zenia
Fax number:	(586) 920-0873
From:	Martin Chevrolet
Fax number:	(310) 378-0060
Date:	[redacted]
Regarding:	[redacted]
Number of pages:	4 (including cover page)
Comments:	

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213677 EPA# CAD029540229

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	66256/66320	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 02MAY17		0.00	CASH	04MAY17

R.O. OPENED	BOOKED	OPTIONS:
01MAY17	04MAY17	SOLD-STK: [redacted] DLR:20-306

LINE OPCODE TECH TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
D TIRZ TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)								
0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)								
733 IP	0.00	0.00	0	0			0.00	0.00
E You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline.								
TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline.								
733 IP	0.00	0.00	0	0			0.00	0.00
F QUALITY CONTROL ROAD TEST								
QC SERVICE ADVISOR ROAD TESTED OVER NIGHT								
733 IP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A VEHICLE THROUGH ENTERPRISE.								
INFO INFORMATION ONLY								
150 IP	0.00	0.00	0	0			0.00	0.00

EST: 0.00 01MAY17 12:40 SA: 942

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

[redacted]

ACCOUNTING COPY

JOE GIACOMIN CHEVROLET, INC.
DBA

Martin
CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 7:00 PM
SATURDAY 7:00 AM - 6:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 942 SUMBRA, ALVIN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	66256/66320	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			17:00 02MAY17	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
01MAY2017 12:40		SOLD-STK:[redacted] DLR:20-306

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		733	CP	CHECK & ADVISE: ON FRIDAY 28TH, AT APPROX 4PM, THE BRAKE PEDAL POPPED UP/LOCKED, PRNDL SWITCHED TO PARK, EVEN THO SHIFTER STILL IN DRIVE. TURNED OFF KEY AND RESTARTED OK. DROVE HOME & PARKED VEHICLE. NO SES LIGHT ON.
				NOTE - BANGING NOISE IN ENGINE AT SAME TIME. 5-2-17 2:17 PM
				S 2562663384 LEE
# B	0401	733	IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# C	0108	733	CP	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
# D	0420	733	CP	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)
# E	TEXT	733	CP	You consent to receiving texts from us on your cell

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any damage 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 for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on vehicle to secure the amount of repairs thereto. Permission is also granted to operate vehicle on highway for purpose of road testing. Storage charges will accrue at the rate of $[redacted] per day commencing 5 days after notification that vehicle is ready. I hereby certify that the vehicle described herein for repair is owned by me or that I am the duly authorized agent of the owner. I/we authorize the above repairs and agree to pay for all repairs and storage charges whether authorized by me or my agent. I/we grant permission for the operation of the vehicle for the purpose of inspection and delivery at my risk. I/we waive any and all claims against [redacted] for loss or damage to vehicle or property therein, whether caused by the negligence of [redacted] or otherwise. In consideration of the extension of credit by [redacted] I/we jointly and severally promise to pay the total amount of this account including any unpaid balance owing after disposition of my vehicle. I/we hereby grant a security interest in the vehicle described herein and in any accessions thereto and in any proceeds thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire, collision or any other cause while in the possession of [redacted] or elsewhere with the consent of the undersigned. Customer agrees to pay all costs of collection, including attorney's fees and court costs, incurred by [redacted] in connection with the collection of any amount due hereunder. Customer will be responsible for payment of unpaid balance after disposition of vehicle.

PRELIMINARY ESTIMATE $ [redacted] GIVE A PHONE # TO REACH YOU AT $ [redacted]

AUTHORIZED BY: X [redacted]

SPA # CA8020840228

Comments/Authorization

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$

AUTHORIZED BY	IN PERSON	DATE	TIME
	PHONE #		

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$

AUTHORIZED BY	IN PERSON	DATE	TIME
	PHONE #		

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TECH COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0213677 EPA# CAD029540226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4F[redacted]	[redacted]	64130/64135	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 04APR17		0.00	CASH	07APR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-305
03APR17	07APR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CHECK & ADVISE: CUSTOMER STATES AT A STOP AND WITH YOUR FOOT ON THE BRAKE (BRAKE PEDAL LIFTS AND THEN THE BRAKE PEDAL WILL BE HARD) SINCE LAST TIME VEHICLE PICKED UP, OCCURRED 1X										
	CAUSE: NO CONCERNS FOUND FOLLOWING #PIT5361C. BRAKE SYSTEM OPERATING AS DESIGNED.										
	OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME										
		2032	IP	0.71	0.70	2100	2100			21.00	21.00
	64130 NO CONCERNS FOUND FOLLOWING #PIT5361C. BRAKE SYSTEM OPERATING AS DESIGNED. 2480118 0.70 PERFORM A VISUAL INSPECTION OF THE BRAKE BOOSTER VACUUM PUMP, BRAKE BOOSTER VACUUM PUMP PIPE, VACUUM BRAKE BOOSTER, AND THE BRAKE MASTER CYLINDER FOR SIGNS OF OIL. NO OIL FOUND DURING INSPECTION. PHOTOS PROVIDED OF THE ABOVE COMPONENTS. PERFORMED A BRAKE VACUUM BOOSTER SENSOR TEST. VACUUM PSI AT -13.0 AFTER RE-LEASING VACUUM AND RAISING ENGINE RPM TO 3,000 TWICE. VACUUM DID NOT FALL AFTER 60 SECONDS. REMOVED VACUUM HOSE FROM THE BRAKE BOOSTER AND INSTALLED A VACUUM GAUGE. READING ON GAUGE AT 16 in Hg AT IDLE, 29 in Hg WHEN RAISING RPM TO 3,000. STILL NO VACUUM DROP AFTER 60 SECONDS. WITH ENGINE OFF, TWO SUCCESSFUL BRAKE PEDAL APPLICATION WHEN NOTICED.										
B	CHECK & ADVISE: LAST FRIDAY, THE ENGINE WOULD NOT START. NO CRANK OR FIRE. HAD TO WAIT 5 TO 10 MIN FOR ENGINE TO START. TEST CHARGING SYSTEM & BATTERY.										
	OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME										
		2032	IP	4.18	0.00	0	0			0.00	0.00
	64130 CODE STORED BCM B3055-00 IN SYSTEM. CUSTOMER ONLY USES ONE KEY WITH VEHICLE. COULD NOT DUPLICATE CUSTOMER CONCERN. NO OTHER FAULTS FOUND. KEY WORKING TO SPECS AT THIS TIME.										
C	OK TO ROAD TEST TO VERIFY/DUPLICATE CUSTOMER CONCERN.										
	INFO INFORMATION ONLY										
		2032	IP	0.00	0.00	0	0			0.00	0.00
D	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increase in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING*

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
DARW ARD213077 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	64130/64135	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 04APR17		0.00	CASH	07APR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
03APR17	07APR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

2032 IP 0.00 0.00 0 0 0.00 0.00

E OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.

CAUSE: Authorized to perform a complimentary GM multi-point inspection.

0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.

2032 IP 0.00 0.00 0 0 0.00 0.00

F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

2032 IP 0.00 0.00 0 0 0.00 0.00

G CUSTOMER OBTAINING A RENTAL ON THIER OWN

INFO INFORMATION ONLY

2032 IP 0.00 0.00 0 0 0.00 0.00

EST: 140.17 03APR17 11:16 SA: 942

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
SAR# ARD213877 EPA# CA0029540226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
06MAR17	10MAR17			

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE										
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME										
	2032	IP	0.00	0.00	0	0			0.00	0.00
61433- PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED. RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE SYMPTOMS. VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.										
B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	185	IP	0.35	0.00	0	0			0.00	0.00
61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE MISSING AT RIGHT SIDE WHEELS										
C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
CAUSE: CHECK TIRE PRESSURES										
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

* PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0213877 EPA# CA0029540026

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08MAR17	10MAR17			

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	185	IP	0.00	0.00	0	0			0.00	0.00

61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI
D TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)
0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

	185	IP	0.00	0.00	0	0			0.00	0.00

E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.
CAUSE: Maintenance
0040072 Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.

	185	CP	0.00	0.80	1400	2380			23.80	23.80

OILFEE OIL HAZARDOUS WASTE DISPOSAL FEE

					0	161			1.61	1.61
1	19330000	(S)	FILTER		430	801	0	8.60	8.01	8.01
8	19352900	0W20	F/SYN OIL		2696	3224	0	5.91	4.03	32.24

61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM

EST: 67.00 08MAR17 09:30 SA: 942

EST: 70.00 10MAR17 17:40 SA: 942
CONTACT: TAX

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

Lube

CUSTOMER # [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

JOE GIACOMIN CHEVROLET, INC.
DBA
Martin
CHEVROLET
23606 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 6:00 PM
SAT 8:00 AM - 2:00 PM

SERVICE ADVISOR: 942 SUMERA, ALVIN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		61433/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			18:00 08MAR17	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08MAR2017 09:26				

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		2032	WP	CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE — Engine area
# B	0108	2032	IP	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
# C	0401	2032	IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# D	0420	2032	IP	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

Victor See All Below on This

Will pick up Sat 8-4 11AM

Oil change Tire Rotation

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein and further to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporters. I hereby grant you permission to operate the vehicle on streets, highways, or elsewhere for the purpose of testing and/or inspection. An estimated amount of repairs thereof. Towing and storage charges resulting from my failure to authorize repairs after notification will be my responsibility. Said customer is hereby notified that the said vehicle may be retained by the undersigned repairer for the sum of the bill for repairs, storage, or otherwise, by the undersigned repairer. Customer agrees to authorize all personal property therein left in case of fire, theft or any cause beyond the reasonable control of the dealer. Customer agrees to authorize all personal property therein left in case of fire, theft or any cause beyond the reasonable control of the dealer. Customer will be responsible for payment of reasonable storage charges for any vehicle left more than 48 hours after notification that repairs have been completed.

[redacted]

PRINT NAME OF CUSTOMER

AUTHORIZED BY

CAD0295402226

Comments/Authorization

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE TIME
	PHONE #	
REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE TIME
	PHONE #	

TECH COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR3213877 EPA# CA0029040226

BUS: CUST:

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:
22FEB17	01MAR17	SOLD-STK:[redacted] DLR:20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.

CAUSE: GROUND REPAIRS

CONCERN CODE: OJ

5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT

2032 WP 2.86 2.70 8100 37878 378.78 378.78

FC: 6596 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

8100 37878 TLABOR

60731 5430010 2.70

WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLE RELATED BULLETINS. OK PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY.

AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 216. INSPECT STARTER SOLENOID B+ BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT B+ BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .100 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8. BATTERY TEST GOOD. PER PIT 5307E: INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SILL PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK.

AFTER PERFORMING TEST'S AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM. OPERATING

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs an itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, O'L, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213977 EPA# CAD029940226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

SOLD	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	
22FEB17	01MAR17	SOLD-STK:[redacted]	DLR:20-306

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.
B OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x
QC QUALITY CONTROL ROAD TEST
2032 IP 0.00 0.00 0 0 0.00 0.00
60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.
C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
2032 IP 0.00 0.00 0 0 0.00 0.00
D OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
2032 IP 0.00 0.00 0 0 0.00 0.00
60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.
E OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD219377 EPA# CAD039840226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL CLERICAL										
	2032	CP		0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
		CP				3000	3250			32.50	32.50
F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)									
	2032	IP		0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL CLERICAL										
	2032	IP		0.00	0.00	0	0			0.00	0.00

EST: 0.00 22FEB17 11:43 SA: 942

EST: 32.50 01MAR17 09:06 SA: 942
CONTACT: [redacted]

TOTAL MILES ROAD TEST WAS 21

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032	F E D C B	
	09:39	10:19	0.67	W	2032	A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR0213877 SPA# CA0029540326

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMER STATES VEHICLE SHIFT INDICATOR SHIFTED TO PARK AND STALLED WHILE AT A STOP WITH BRAKES APPLIED. CHECK ND ADVISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP 0.00 0.00 0 0 0.00 0.00

60362 Performed diagnostic test, no codes found at this time. Road Tested vehicle for a stalling concern, and was unable to duplicate customer concern at this time. Operating within specifications at this time.

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
1266 IP 0.00 0.00 0 0 0.00 0.00

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
1266 IP 0.00 0.00 0 0 0.00 0.00

D TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIR$)
0418 TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PART$ AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Dealertrack 2014 CDK Global, LLC SERVICE INVOICE TYPE 2 - 530 - 8/4/2010

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV, INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 SPA# GAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUXREC4F[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	1266		IP	0.00	0.00	0	0			0.00	0.00

E** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS
AT THIS TIME

	1266		IP	0.00	0.00	0	0			0.00	0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN.
OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS
AT THIS TIME

	1266		IP	0.03	0.00	0	0			0.00	0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS
WITH QUALITY GM PRODUCT

	185		IP	0.00	2.00	3500	3500			35.00	35.00
1	19287401	CLEANER				362	529	0	7.25	5.29	5.29
1	23135915	(S)PAD KIT				5700	5700	0	114.00	57.00	57.00

60362 front brakes were 0 mm left warning sensors on rotors 2.00
replaced front brake pads with gm product quality resurfaced rotors
test drive 60362 to 60365 ok'

H** NOTE: ADD ON CONCERN PER CUSTOMER 2-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted]. CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS
AT THIS TIME

	733		IP	0.00	0.00	0	0			0.00	0.00

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# GA0329540225

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
				PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION							
	RENTAL			RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION							
			150	IRC	0.00	0.00	0	0		0.00	0.00
SUBL	ONE DAY RENTAL PER BEN GUETTERMAN PO#1252										
				IRC			3000	3000		30.00	30.00
J**	OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.										
	INFO			INFORMATION ONLY							
			733	IP	0.00	0.00	0	0		0.00	0.00
K**	CUSTOMER DECLINED: REAR BRAKES AT THIS TIME. REAR BRAKES ARE AT 3MM LEFT. QUOTE: $338.00										
	DECL			CUSTOMER DECLINED RECOMENDATION							
			185	IP	1.43	0.00	0	0		0.00	0.00

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252
CONTACT: [redacted] [redacted]
AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARC013677 EPA# CA0029540226

BUS: CELL: SERVICE CONSULTANT: 1219 ALAN D JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		35668/35668	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 08JUN16		0.00	CASH	08JUN16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08JUN16	08JUN16			

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.						
CAUSE: Maintenance						
0040072 Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.						
185 CP 0.00 0.80	1400	1935			19.35	19.35
OILFEE OIL HAZARDOUS WASTE DISPOSAL FEE						
	0	161			1.61	1.61
1 19330000 (S)FILTER	430	860	0	8.60	8.60	8.60
5 88864007 DEXOS1 0W20	1355	1385	0	6.12	2.77	13.85
3 88864007 DEXOS1 0W20	813	1836	0	6.12	6.12	18.36
1 1161 RADIATOR TREATMENT	0	0	0			0.00
1 1161 RADIATOR	3095	5200		52.00	52.00	52.00
1 12346290 COOLANT	960	2500	0	25.00	25.00	25.00
1 1941 TRANS TREATMENT	0	0	0			0.00
1 1941 TRANS	3195	5368		53.68	53.68	53.68
16 88862156 FLUID DEX IV BULK	3984	7344	0	4.59	4.59	73.44
35668 0.80 CHANGED ENGINE OIL AND FILTER USE DEXOS 0W20OIL 8 QUARTS ROTATE TIRES INSPECTED BRAKES FRONTS 7 MM REARS 9 MM						
B Perform Complete Fuel System Service, clean injectors, clean throttle body, clean valves. This is a Dealer Recommended Service based on the severe driving conditions for this area.						
MCOMPF Perform Complete Fuel System Service, clean injectors, clean throttle body, clean valves. This is a Dealer Recommended Service based on the severe driving conditions for this area.						
185 CP 0.00 1.80	3150	16923			169.23	169.23
1 1121 INJ FLUSH	0	0	0			0.00
1 1121 IJECTION	2695	4528		45.28	45.28	45.28

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213677 EPA# CAD029640228

[redacted]

SERVICE CONSULTANT: 1219 ALAN D JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		35668/35668	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 08JUN16		0.00	CASH	08JUN16

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:20-306
08JUN16	08JUN16	

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1 5451 DECARB KIT	0	0	0			0.00
1 5451 DECARB	4095	6880		68.80	68.80	68.80

35668. 1.80 PERFORMED COMPLETE FUEL INJECTION SERVICE
C Perform GM Certified Multi-Point Vehicle Inspection
CAUSE: Multi-Point Vehicle Inspection
0108 Perform GM Certified Multi-Point Vehicle Inspection
185 IP 0.00 0.00 0 0 0.00 0.00

35668 0.00 PERFORMED MULTI POINT INSP.
D MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)
0417 MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)
185 IP 0.00 0.00 0 0 0.00 0.00

35668 0.00
E COURTESY WASH / WASH VEHICLE NO CHARGE TO CUSTOMERS SOME VEHICLES MAY BE WET BUT WILL DRY WITHOUT SPOTTING
WASH COURTESY WASH / WASH VEHICLE NO CHARGE TO CUSTOMERS SOME VEHICLES MAY BE WET BUT WILL DRY WITHOUT SPOTTING
185 IP 0.00 0.00 0 0 0.00 0.00

35668 0.00
F CALL [redacted]
CALL CALL AND DOCUMENT WHEN VEHICLE IS COMPLETED.
NAME: DATE: TIME: PHONE#:
185 IP 1.20 0.00 0 0 0.00 0.00

35668 0.00
G** Perform Transmission Fluid Exchange Service Complete. This is a Dealer Recommended Service based on the severe driving conditions for this area.
MNTFL Perform Transmission Fluid Exchange Service Complete. This is a Dealer Recommended Service based on the severe driving

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

FAX

For:	Attention Zenia
Fax number:	(586) 920-0873
From:	Martin Chevrolet
Fax number:	(310) 378-0060
Date:	[illegible]
Regarding:	[redacted]
Number of pages:	
Comments:	

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
DMV# ARD213877 EPA# CAD129540226

BUS: CELL: SERVICE CONSULTANT: 1219 ALAN D JONES

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		35668/35668	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 08JUN16		0.00	CASH	08JUN16

R.O. OPENED	BOOKED	OPTIONS:
08JUN16	08JUN16	SOLD-STK: [redacted] DLR:20-306

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
conditions for this area.						
185 CP 0.00 1.00 1750		11607			116.07	116.07
TPEE Transmission fluid hazardous waste fee						
		0	119		1.19	1.19
H** Perform Cooling System Fluid Exchange & Cleaning Service. Clean out Radiator, Engine Block & Heater Core. This is a Dealer Recommended Service based on the severe driving conditions for this area.						
MWRCF Perform Cooling System Fluid Exchange & Cleaning Service. Clean out Radiator, Engine Block & Heater Core. This is a Dealer Recommended Service based on the severe driving conditions for this area.						
185 CP 0.00 1.00 1750		8049			80.49	80.49
DEXCL Coolant hazardous waste fee						
		0	335		3.35	3.35

EST: 339.99 08JUN16 08:50 SA: 1219

EST: 786.09 08JUN16 12:43 SA: 1219
CONTACT: [redacted] [redacted]
TRANSMISSION SERVICE COOLANT FLUSH COMPLETE FUEL S

PLEASE GIVE THE CUSTOMER 5% DISCOUNT THANK YOU

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-08-16	08:58	10:10	1.20	W	185E	D C B A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

DEALFUSION 2014 CDK GLOBAL, LLC SERVICE INVOICE TYPE 3 - 1020 - MACHINE

ACCOUNTING COPY

JOE GIACOMIN CHEVROLET, INC.
DBA
Martin
CHEVROLET
23606 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 6:00 PM
SAT 8:00 AM - 2:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

BUS: CELL:

SERVICE ADVISOR: 1219 JONES,ALAN D

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		35668/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			** WAITER **	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
08JUN2016 08:50		SOLD-STK: [redacted] DLR:20-306

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0040072		CP	Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.
	EST: TOTAL 49.99			
# B	MCOMPF		CP	Perform Complete Fuel System Service, clean injectors, clean throttle body, clean valves. This is a Dealer Recommended Service based on the severe driving conditions for this area.
	EST: TOTAL 290.00			
# C	0108		IP	Perform GM Certified Multi-Point Vehicle Inspection
# D	0417		IP	MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)
# E	WASH		IP	COURTESY WASH / WASH VEHICLE NO CHARGE TO CUSTOMERS SOME VEHICLES MAY BE WET BUT WILL DRY WITHOUT SPOTTING

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SHOP TO PERFORM ANY WARRANTY REPAIRS OR ADJUSTMENTS WHICH THE SHOP CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

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 any damage incurred by unavailability of parts or failure in tests attempted by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Except as otherwise expressly stated herein for repair or alteration or herein acknowledged by dealer, said customer is hereby notified that the said property, or its components, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer agrees as matters of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE [redacted] $ .00

AUTHORIZED BY: X [redacted]

Commence/Authorize [redacted] EPA # CAD029540220

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED BEFORE BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$

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

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$

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

DealerMax 2006 ADP, Inc.

TECH COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213677 EPA# CAD029540228

SERVICE CONSULTANT: 2034 ROBERTO ROMERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		24485/24485	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB16		0.00	CASH	16FEB16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
16FEB16	16FEB16			

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.						
CAUSE:. Maintenance						
0040072 Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.						
2018 CP 0.00 0.80	0	200			2.00	2.00
OILFEE OIL HAZARDOUS WASTE DISPOSAL FEE						
	0	161			1.61	1.61
1 19330000 (S)FILTER	430	795	0	8.60	7.95	7.95
5 88864007 DEXOS1 0W20	1355	1355	0	6.12	2.71	13.55
3 88864007 DEXOS1 0W20	813	1836	0	6.12	6.12	18.36
24485 0.80 PERFORMED LOF						
B Perform GM Certified Multi-Point Vehicle Inspection						
CAUSE: Multi-Point Vehicle Inspection						
0108 Perform GM Certified Multi-Point Vehicle Inspection						
2018 IP 0.00 0.00	0	0			0.00	0.00
24485 0.00						
C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.						
CAUSE: CHECK TIRE PRESSURES						
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.						
2018 IP 0.00 0.00	0	0			0.00	0.00
24485 0.00						
D MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)						

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Dealer 0114 CDK Global, LLC SERVICE INVOICE 07.01.2-0420 - 08/04/15

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV, INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 2034 ROBERTO ROMERO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		24485/24485	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB16		0.00	CASH	16FEB16

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
16FEB16	16FEB16			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	0417		MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)								
		2018	IP	0.02	0.00		20	0		0.00	0.00

EST: 0.00 16FEB16 13:09 SA: 854

EST: 39.95 16FEB16 13:09 SA: 854
CONTACT: 2
2

EST: 61.00 16FEB16 14:40 SA: 854
CONTACT: .
.

RECOMMEND THROTTLE BODY SERVICE $153.00NEW AIR FILTER $55.00

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-16-16	14:30	14:31	0.02	W	2018	D C B A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	200	20		6904	161	0	
46700	795	430		49100	3191	2168	
32400	359	0		22500	4706	*******	
6704	0	*******					

COST, SALE, & COMP TOTALS 2618 4347 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	2.00
PARTS AMOUNT	39.86
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.61
TOTAL CHARGES	43.47
DISC. / INS.	0.00
SALES TAX	3.59
PLEASE PAY THIS AMOUNT	47.06

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ACCOUNTING COPY

JOE GIACOMIN CHEVROLET, INC.
DBA
Martin
CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 8:00 PM
SAT 8:00 AM - 2:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

SERVICE ADVISOR: 054 GUEVARA, JOSE A

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4F[redacted]		24485/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			14:00 16FEB16	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:
16FEB2016 13:09		SOLD-STK: [redacted] DLR:20-306

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0040072		CP	Lube Oil Filter & 4-Tire Rotation with up to 5 quarts of Dexos1 synthetic blend oil. Everyday value price $39.95+tax & hazardous waste. Each addtl. quart $4.75.
	EST: TOTAL 39.95			
# B	0108		IP	Perform GM Certified Multi-Point Vehicle Inspection
# C	0401		IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# D	0417		IP	MUTLI POINT VEHICLE INSPECTION: TIRE TREAD GREEN - 8/32 OR GREATER (NOTATION ONLY - NO WORK NEEDED)

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NECESSARY REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by non-availability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Storage of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that any and property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE [redacted] $

AUTHORIZED BY: X [redacted]

Comments/Authoriz[redacted]

EPA # CAD029540226

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$	40 16FEB 13:09 854	$

AUTHORIZED BY	IN PERSON	DATE	TIME
	PHONE #		

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$

AUTHORIZED BY	IN PERSON	DATE	TIME
	PHONE #		

TECH COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV, INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD026640226

BUS: CELL:

SERVICE CONSULTANT: 2009 TRAVIS M NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		19003/19003	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 22DEC15		0.00	CASH	22DEC15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22DEC15	22DEC15			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.

CAUSE: Maintenance

0600723 Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.

	1095	WPC	0.00	0.80	1040	2354				23.54	23.54
1	19330000	(S)FILTER			430	430	0		8.60	4.30	4.30
8	88864007	DEXCS1 0W20			2216	2216	0		6.12	2.77	22.16
						2646	2646	TPARTS			
						1040	2354	TLABOR			

19003 0.80 PERFORMED LOF AND ROTATE

B As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

	1095	IP	0.00	0.00	0	0				0.00	0.00

C Perform GM Certified Multi-Point Vehicle Inspection

CAUSE: Multi-Point Vehicle Inspection

0108 Perform GM Certified Multi-Point Vehicle Inspection

	1095	IP	0.00	0.00	0	0				0.00	0.00

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approve all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 376-0211

BAR# ARD213877 EPA# GAD029542226

SERVICE CONSULTANT: 2009 TRAVIS M NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		19003/19003	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 22DEC15		0.00	CASH	22DEC15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22DEC15	22DEC15			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
12-22-15	07:53	07:53	0.00	W	1095	A	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2354	1040		46700	430	430	
49100	2216	2216		46000	0	0	
26300	5000	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 3696 5000 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

JOE GIACOMIN CHEVROLET, INC.
DBA

Martin
CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 8:00 PM
SAT 8:00 AM - 2:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

BUS: CELL:

SERVICE ADVISOR: 2009 NELSON, TRAVIS M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		19003/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			** WAITER **	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22DEC2015 07:35				

LINE	OP CODE	TECH	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	0600723	1095	WPC	Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.
# B	0401	1095	IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# C	0100	1095	IP	Perform GM Certified Multi-Point Vehicle Inspection

F.8

3P/Dil

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any damage caused by unavoidable use of parts or delays in getting shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described as needed. Warranty or disclaimer 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 repair charges. Warranty of service applicable thereto for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or accident or [redacted] while on the premises of said dealer for the purpose of repair or storage, and that all personal property have been left in the vehicle at the sole risk of the owner thereof and not at the risk of the undersigned dealer. In the event suit is brought for the collection of this bill, I agree to pay all costs of collection and a reasonable attorney fee.

PRINTED NAME OF CUSTOMER [redacted]

AUTHORIZED BY: X

Comments/Authorizations

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE / TIME
	PHONE #	
REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE / TIME
	PHONE #	

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0213677 BPA# CA0029040226

[redacted] CUST

SERVICE CONSULTANT: 2009 TRAVIS M NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		9207/9207	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 17SEP15		0.00	CASH	17SEP15

R.O. OPENED	BOOKED	OPTIONS:
17SEP15	17SEP15	SOLD-STK:[redacted] DLR:20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A 2014 Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.

CAUSE: Maintenance

0600723 2014 Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.

		620	WPC	0.48	0.80	1240	2354			23.54	23.54
.	1	19330000	(S)FILTER			430	430	0	8.60	4.30	4.30
	8	88864007	DEXOS1 0W20			2216	2216	0	6.12	2.77	22.16
							2646		2646 TPARTS		
							1240		2354 TLABOR		

9207 0.80 OIL CHANGE AND FILTER , ROTATED TIRES , BRAKES FRONT 10MM REAR 10MM

B As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

		620	IP	0.00	0.00	0	0			0.00	0.00

9207 ADJUSTED AIR PRESSURE TO 35 PSI

C Perform GM Certified Multi-Point Vehicle Inspection

CAUSE: Multi-Point Vehicle Inspection

0108 Perform GM Certified Multi-Point Vehicle Inspection

		620	IP	0.00	0.00	0	0			0.00	0.00

9207 27 POINT INSPECTION

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0213677 EPA# GA0029540226

BUS: CELL: SERVICE CONSULTANT: 2009 TRAVIS M NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		9207/9207	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			WAIT 17SEP15		0.00	CASH	17SEP15

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
17SEP15	17SEP15			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
EST: 0.01			17SEP15 08:53		SA: 2009						

THANK-YOU FOR USING MARTIN CHEVROLET
YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU
TO BE COMPLETELY SATISFIED. IF FOR ANY
REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR
SERVICE MANAGER. PLEASE VISIT OUR WEB SITE
AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
09-17-15	08:04	08:04	0.00	W	620	C B A	
	08:17	08:20	0.05	W	620	A B C	
	08:21	08:47	0.43	W	620	A B C	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	2354	1240		46700	430	430	
49100	2216	2216		46000	0	0	
26300	5000	*******		6704	0	*******	

COST, SALE, & COMP TOTALS 3886 5000 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

JOE GIACOMIN CHEVROLET, INC.
DBA

CUSTOMER #: [redacted]

[redacted]

WORKORDER [redacted]

PAGE 1

Martin
CHEVROLET
23500 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 8:00 PM
SAT 8:00 AM - 2:00 PM

BUS: CELL: SERVICE ADVISOR: 2009 NELSON, TRAVIS M

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		9207/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			** WAITER **	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS:	
17SEP2015 08:03		SOLD-STK:[redacted]	DLR:20-306

LINE	CP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		0600723		WPC	2014 Scheduled Maintenance Lube Oil Filter & 4-Tire Rotation, Brake Inspection and Perform Multi Point Vehicle Inspection. 2 Year or 24,000 Mile Covered Maintenance.
# B		0401		IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# C		0108		IP	Perform GM Certified Multi-Point Vehicle Inspection

620

WASH

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED BMQB SHOP FACILITY TO PERFORM ANY REQUIRED REPAIRS OR ADJUSTMENTS WHICH THE BMQB CHECK TEST INDICATES ARE NECESSARY.
SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorize the repairs you're herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or attention is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured as protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer shall no articles of personal property be [illegible] dealer will be responsible for payment of [illegible]

[redacted]

AUTHORIZ[redacted]

Comment[redacted]029540226

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X _____

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE TIME
	PHONE #	
REVISED ESTIMATE	REASON	ADDITIONAL COST
$		$
AUTHORIZED BY	IN PERSON	DATE TIME
	PHONE #	

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TECH COPY

FAX

For:	Attention Zenia
Fax number:	(586) 920-0873
From:	Martin Chevrolet
Fax number:	(310) 378-0060
Date:	7/17/17
Regarding:	[redacted]
Number of pages:	
Comments:	



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 15, 2017

Ben Guetterman
Martin Chevrolet
23505 Hawthorne BLVD
Torrance CA 90505

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCUKREC4FG[redacted]
Customer Relationship Specialist: Zenia

Dear Ben Guetterman

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

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

Buyer Name and Address	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address)
[redacted]		MARTIN CHEVROLET 23505 HAWTHORNE BLVD TORRANCE CA 90505

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
	2015	CHEVROLET SILVERADO 15	97	3GCUKREC4F[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 7250.00 is
%	$ 19991.53 (e)	$ 46000.45	$ 65246.98 (e)	$ 52255.04 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
	625.07	Monthly beginning 08/04/2015
	N/A	N/A
One final payment	625.07	07/04/2021

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 42750.00 (A)
     - 1. Cash Price Vehicle $ 42750.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) N/A $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3359.70 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A $ 29.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer X N/A
Seller X MARTIN CHEVROLET

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mos.	N/A	$ N/A
Credit Disability	N/A Mos.	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for

M. (Optional) Service Contract (to whom paid) $ (L)
N. (Optional) Service Contract (to whom paid) $ (M)
O. (Optional) Service Contract (to whom paid) $ (N)
P. (Optional) Service Contract (to whom paid) $ (O)
Q. Prior Credit or Lease Balance paid by Seller to $ (P)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) $ (Q)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ (R)
T. Other (to whom paid) $ (S)
For
Total Cash Price (A through T) $ (T)

2. Amounts Paid to Public Officials
A. Vehicle License Fees $ (A)
B. Registration/Transfer/Titling Fees $ (B)
C. California Tire Fees $ (C)
D. Other $ (D)
Total Official Fees (A through D) $ (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ (3)

4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ (4)

5. Subtotal (1 through 4) $ (5)

6. Total Downpayment
A. Agreed Trade-in Value Yr Make $ (A)
Model Odom
VIN
B. Less Prior Credit or Lease Balance (-) $ (B)
C. Net Trade-In (A less B; indicate if a negative number) $ (C)
D. Deferred Downpayment $ (D)
E. Manufacturer's Rebate $ (E)
F. Other $ (F)
G. Cash $ (G)
Total Downpayment (C through G) $ (6)
If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1D above)

7. Amount Financed (5 less 6) $ (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THIS LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From:
Amount $ Finance Charge $
Total $ Payable in
Installments of $ $
Item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ Name of autobroker receiving fee, if applicable:

disability insurance only if you are working for wag or profit 30 hours a week or more at the Effec Date. (3) Only the Primary Buyer is eligible disability insurance. DISABILITY INSURANCE M NOT COVER CONDITIONS FOR WHICH YOU HA SEEN A DOCTOR OR CHIROPRACTOR IN T LAST 6 MONTHS (Refer to "Total Disabilities N Covered" in your policy for details).
You want to buy the credit insurance.
Date Buyer Signature Age
Date Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancell has contract) is not required to obtain credit and will not b provided unless you sign below and agree to pay the cos charge. If you choose to buy a gap contract the charge is show in item 1R of the Itemization of Amount Financed. See your co contract for details on the terms and conditions it provides a specific contract.
Term Mos
Name of Gap Contract
I want to buy a gap contract
Buyer Signs X

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1L, 1M, 1N, 1O, and/or 1P
1L Company
Term Mos. or Miles
1M Company
Term Mos. or Miles
1N Company
Term Mos. or Miles
1O Company
Term Mos. or Miles
1P Company
Term Mos. or Miles
Buyer X

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and both you and we must sign it. No oral changes are binding.
Buyer Signs X
Co Buyer Signs X

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cance if Seller is unable to assign this contract to a financial institution do not apply.
X
Buyer
X
Co-Buyer

Agreement to Arbitrate By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X
Co-Buyer Signs X

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee, if the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X _____ Co-Buyer Signature X _____

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X _____

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date _____ Co-Buyer Signature X _____ Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise vacate a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default, and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date _____ Guarantor X _____ Date _____

Address _____ Address _____

Seller Signs _____ Date _____ By X _____ Title _____

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CUST#: [redacted]

DEAL# [redacted]

STOCK# [redacted]

A Public Service Agency

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For Car Buyer's Bill of Rights, visit www.dmv.ca.gov.

ACQUISITION NUMBER (DISMANTLER ONLY)

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

VEHICLE/VESSEL ID

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCUKREC4FG[redacted]	2015 SILVERAD	CHEVROLE		

SECTION 2 — BILL OF SALE

BILL OF SALE

I/We MARTIN CHEVROLET [redacted] sell, transfer, and deliver the above vehicle/vessel
PRINT SELLER'S NAME(S)

to _____ on 06 (MO) 20 (DAY) 2015 (YEAR) for the amount of $ VALUE RCVD (SELLING PRICE)
PRINT BUYER'S NAME(S)

If this was a gift, indicate relationship: _____ (e.g., parents, spouse, friend, etc.) $ N/A (GIFT VALUE)

SECTION 3 — ODOMETER DISCLOSURE STATEMENT (Void if Mileage is Altered or Erased)

ODOMETER

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

The odometer now reads [ ][ ][ ], [ ][9][7] 10ths (**no tenths**) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER (MUST hand print his or her name, date and sign this section.)

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]		06/20/15	N6571242
PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
PRINT BUYER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #

MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
[redacted]	[redacted]			([redacted]

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DL/ID OR DEALER/DISM #
[redacted]		06/20/15	52102
		DATE	DL/ID OR DEALER/DISM #
	X	DATE	DL/ID OR DEALER/DISM #

MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
23505 HAWTHORNE BLVD	TORRANCE CA		90505	3103780211

SECTION 5 — POWER OF ATTORNEY

POWER OF ATTORNEY

I/We KATHRYN P RUSYNIAK appoint MARTIN CHEVROLET
PRINT NAME(S) PRINT NAME(S)

as my attorney in fact, to complete all necessary documents, as needed, to transfer ownership as required by law.

SIGNATURE OF ATTORNEY	DATE
X [redacted]	06/20/2015
SIGNATURE OF ATTORNEY	DATE
X	

REG 262 (REV. 10/2011)

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

STK# [redacted] FOR DEPARTMENT USE ONLY CUST# [redacted]

CASHIER DATE LINE STAMP [redacted]

DATE FIRST SOLD AS A NEW VEHICLE [redacted]
06/20/2015

DATE FIRST OPERATED (MM/DD/YYYY)
06/20/2015

NRM/MD

MAKE: CHEVROLET
YEAR MODEL: 2015
BODY TYPE: SILVERADO
MOTIVE POWER:
NUMBER OF AXLES: 2
UNLADEN WEIGHT: 5418

VEHICLE IDENTIFICATION NUMBER: 3 G C U K R E C 4 F G [redacted]
M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER:
OHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway

FOR CAMP TRAILERS AND TRAILER COACHES
LENGTH IN INCHES:
WIDTH IN INCHES:
GVWR (PICKUPS ONLY):
COUNTY OF RESIDENCE: LOS ANGELES

SOLD TO: PRINT TRUE FULL NAME AS IT APPEARS ON THE DRIVER LICENSE OR ID CARD IN THE ORDER SHOWN BELOW
EQUIPMENT NUMBER:
DRIVER LICENSE/ID CARD NO.

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

BUSINESS OR RESIDENCE ADDRESS [redacted]
APT./STE. NO. CITY [redacted] STATE ZIP CODE [redacted]

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

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

BUSINESS OR RESIDENCE ADDRESS
PO BOX 997551
APT./STE. NO. CITY SACRAMENTO STATE CA ZIP CODE 95899-7551

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

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

APPLICANT'S CERTIFICATION: *I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 06/20/2015
BUYER'S SIGNATURE
(1) X [redacted]
(2) X

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

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a XX ☐ Complete vehicle ☐ Chassis only ☐ Cab and chassis	06/20/2015	42750.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

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

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

DEALER'S NUMBER

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DATE 06/20/2015 [redacted]
DATE 06/20/2015
SIGNATURE AND PRINTED SELLER'S FULL NAME/COMPANY AGENT: ONZALES,WILLY A / ARTIN CHEVROLET
ADDRESS: 23505 HAWTHORNE BLVD TORRANCE CA 90505

REG 397 (REV 11/2011)

[redacted]

[redacted]

2015 SILVERADO 1500 4WD LT CREW
GAX SUMMIT WHITE /V80
HOU JET BLACK
ORDER NO. SNMCWG/TRE STOCK NO.
VIN 3GC UKRE C4 F[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********1743-******13-200338

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	40710.00	37860.30	INVOICE 05/18/15
C5T 7,200 LB GVW RATING	N/C	N/C	SHIPPED 05/18/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 05/27/15
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 05/27/15
L83 ENGINE, 5.3L V8 E85FLEX	1095.00	963.60	PRC EFF 05/18/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS XXXXX XXXXX
PDD ALL STAR EDITION	2500.00	2200.00	MFR-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL			BANK: ALLY - 061
			CHG-TO 20-033
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5418
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			GVWR: 7200
			GAWR.FT: 3950
			GAWR.RR: 3950
* STEERING COLUMN, TILT & TELESCOPING			EMPLOY: 41821.27
* REMOTE VEHICLE START			SUPPLR: 43505.70
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			WTR: 1/2
			DSO: LT
* REAR VISION CAMERA			EMPINC: 2553.74
* REAR WINDOW DEFROSTER			SUPINC: 869.31
* POWER OUTLET, 110-VOLT AC			
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1403.60	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80	
VV4 OnStar(R) 4G LTE Wi-Fi(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SS ALL STAR EDITION PACKAGE DISCOUNT	750.00-	660.00-	
TOTAL MODEL & OPTIONS	45540.00	42110.70	ACT 237 41939.50
DESTINATION CHARGE	1195.00	1195.00	H/T 261 1366.20
DEALER ICE CONTRIBUTION		455.40	ADV 261 455.40
LMA GROUP CONTRIBUTION		455.40	ERP 65A 455.40
TOTAL	46735.00	44216.50	PAY 310 44216.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		42239.65	

****

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.

LAKE CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCUKREC4FG[redacted]
$ 44216.50 INV LAD12962055
DUE 05/27/15 DEALER 20-033

LAW LAWCA-228RS

AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 06/20/2015

TO SELLER MARTIN CHEVROLET

23505 HAWTHORNE BLVD TORRANCE CA 90505

The undersigned Purchaser(s) agree(s) to furnish his/their own insurance Policy, covering property which is the subject of a Security Agreement dated this 20TH day of JUNE, YR 15

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
2015	CHEVROLET	SILVERADO 15		3GCUKREC4FG[redacted]

Such Insurance Policy must be delivered to the Seller within _____ days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins.Co. ALLIED INSD CO Agent ALLIED INS CO

ADDRESS OF AGENT PTAC016184865-8 CITY STATE 12/05/2015 ZIP AGENT'S PHONE NUMBER 8002821446

Policy No. _____ Exp. Date _____

☒ Fire & Theft - ☒ Additional Coverage - XX $ 500 Deductible Comprehensive - XX $ 500 Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee TD AUTO FINANCE LLC

NOTICE TO BUYER: This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance.**

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and **will not include Public Liability or Property Damage Insurance.**

[redacted]

[redacted] ADDRESS [redacted]

HOME PHONE BUSINESS PHONE X BUYER'S SIGNATURE

LAW FORM NO. LAWCA-228RS REV 07/13 ©2013 The Reynolds and Reynolds Company TO ORDER www.rnrsource.com 1-800-544-7868 fax 1-800-621-0800
The Printer makes no warranty, express or implied, as to content or fitness for purpose of this form. Consult your own legal counsel.

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 3
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR0215877 EPA# CAD029040226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	67846/67914	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DU			16:00 16JUN17		0.00	CASH	29JUN17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
31MAY17	29JUN17			

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CHECK & ADVISE: AT AROUND NOON, BRAKE PEDAL LOCKED/POPPED, PRNDL SWITCHED TO PARK, SHIFTER IN DRIVE. ALSO HEARD A BANG NOISE FROM ENGINE AT THE SAME TIME. DRIVER HAS TO TURN IGN KEY OFF AND BACK ON. INOPERABLE.
CAUSE:. BCM COMMUNICATION FAULT
CONCERN CODE: WG
5410030 BODY CONTROL MODULE REPLACEMENT
733 WP 3.16 0.90 2700 12626 126.26 126.26
1 13587704 (S)MODULE 7036 9850 0 140.71 98.50 98.50
FC: 9090
PART#: 13587704
COUNT: 1 7036 9850 TPARTS
CLAIM TYPE:
AUTH CODE:
2700 12626 TLABOR
67914 BCM COMMUNICATION FAULT 5410030 0.90 ROAD TESTED, UNABLE TO VERIFY CONCERN. SCAN CHECK, CODE U0422-71 IN EBCM HISTORY. TAC CASE [redacted] CONTACTED TIM MORAN (FSE) AND SENT HIM GDS2 DATA LOGS. WE TALKED ABOUT THE POSSIBILITY'S FOR THIS CODE TO SET AND BEST POSSIBLE REPAIR ATTEMPT WOULD BE REPLACING THE BCM. BCM REPLACEMENT WAS APPROVED BY EVERT. REPLACE AND PROGRAM BCM AND SET UP, PERFORM IMMOBILIZER LEARN. WCC # S1907, FDBDA, AND FD374. ROAD TESTED 60 MILES AFTER BCM REPLACEMENT, NO EVENTS OCCURRED AND NO CODES IN SYSTEM.
B Martin Chevrolet Warranty Rental Program (GMDRAC). Valid Driver's license and Full Coverage Insurance is REQUIRED. Daily Covered Rate $42 per Day, Same Day Rate $21. Pay Type: WL. Fuel is NOT covered. 24 HR period Rental. See your advisor for info.
CAUSE: Timeline Required.
CONCERN CODE: MA
LOANER Martin Chevrolet Warranty Rental Program (GMDRAC). Valid Driver's license and Full Coverage Insurance is REQUIRED. Daily Covered Rate $42 per Day, Same Day Rate $21. Pay Type: WL. Fuel is NOT covered. 24 HR

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Dealertrack 2014 CDK Global, LLC Service Invoice 1.0.1 - 1.0.0 - Reading

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 3
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD215977 EPA# CAD029540920

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	67846/67914	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			16:00 16JUN17		0.00	CASH	29JUN17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
31MAY17	29JUN17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

period Rental. See your advisor for info.
150 WL 0.00 0.00 0 0 0.00 0.00
FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:

0 0 TLABOR

SUBL 3 DAYS LOANER DRAC
PO#942

WL 9810 12600 126.00 126.00
C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES.
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
150 IP 0.00 0.00 0 0 0.00 0.00
67914 TIRE PRESSURES AT 32PSI. NOTE: REAR BRAKE PADS ARE ON THE WARNING SENSORS, CUSTOMER HAS BEEN ADVISED MULTIPLE TIMES, CUSTOMER DECLINES REPAIRS.
D QUALITY CONTROL ROAD TEST
QC QUALITY CONTROL ROAD TEST
733 IP 0.00 0.00 0 0 0.00 0.00
E** You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a landline.
TEXT You consent to receiving texts from us on your cell phone at the number you have provided. You agree that we may contact you regarding service updates or offers via text. If you do not agree, you may provide a

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 3
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR3215677 EPA# CAC029940226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	67846/67914	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			16:00 16JUN17		0.00	CASH	29JUN17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
31MAY17	29JUN17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
landline.											
		733	IP	0.00	0.00	0	0			0.00	0.00
67914 ROAD TESTED A TOTAL OF 68 MILES FOR DIAGNOSTIC PURPOSES.											
F** REPLACE REAR BRAKE LININGS AND MACHINE ROTORS/DRUMS WITH GM QUALITY PRODUCT											
	GMRBJ	REPLACE REAR BRAKE LININGS AND MACHINE ROTORS/DRUMS WITH GM QUALITY PRODUCT									
		2026	CP	0.02	2.00	7000	22417			224.17	224.17
1	23164777	($)PAD KIT				5400	10800	0	108.00	108.00	108.00
1	19287401	CLEANER				362	725	0	7.25	7.25	7.25
67914 2.00 PERFORMED REAR BRAKE SERVICE, MACHINED REAR ROTORS AND REPLACED REAR BRAKE PADS											

EST: 0.00 31MAY17 10:43 SA: 942

EST: 420.00 16JUN17 09:39 SA: 942
CONTACT: [redacted]
RELINE REAR BRAKE AND RESURFACE REAR ROTORS.

CUSTOMER SCHEDULED TO PICK UP VEHICLE 6-29-17

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
06-09-17	13:49	16:59	3.16	W	733	A	
06-19-17	11:23	11:24	0.02	W	2026	F	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	12626	2700		48000	9850	7036	
53500	0	0		53500	12600	9810	942

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Reynolds and Reynolds (CA) Form, Inc. SERVICE INVOICE, TYPE 2 - SVC - 6/96/98

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029640029

SERVICE CONSULTANT: 942 ALVIN R SUMERA

		MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	66544/66546	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 11MAY17		0.00	CASH	12MAY17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08MAY17	12MAY17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CHECK & ADVISE: CUSTOMER RETURNING FOR GM FIELD ENGINEER TO DIAGNOSE & TEST. CUST STATES THAT THE BRAKE PEDAL POPPED UP/LOCKED, PRNDL SWITCHED TO PARK, EVEN THOUGH SHIFTER WAS STILL IN DRIVE. TURNED OFF KEY & RESTARTED OK. HAPPENED 3-28-17 LAST. INTERMITTANT ISSUE.

CAUSE: FSE TIM MORAN RECOMENDATIONS

CONCERN CODE: OJ

5430190 INSTRUMENT PANEL WIRING HARNESS JUNCTION BLOCK REPLACEMENT

	733	WP	8.37	0.60	1800	8417				84.17	84.17
1	23195441	(S)BLOCK			7436	10410	0	130.46		104.10	104.10

FC: 6596
PART#: 23195441
COUNT: 1
CLAIM TYPE:
AUTH CODE:

7436 10410 TPARTS

1800 8417 TLABOR

66546 FSE TIM MORAN RECOMENDATIONS 5430190 0.60 NO CONCERNS DUPLICATED. TAC CASE [redacted] TIM MORAN FSE INSPECTED VEHICLE. TECH #733 ORDERED AND INSTALLED X61A WIRING JUNCTION BLOCK AS A HYPOTHESIS REPAIR PER FSE. ALSO TECH #733 INSPECTED WIRING TERMINALS AND PERFORM DRAG TESTING TERMINALS AND COAT WITH GM DIELECTRIC LUBRICANT 12377900 IN JUNCTION X61A X2 #6 AND 7, X4 #4 AND 5, X8 #7, 8 15 16, CONNECTOR X134 TERM #2 , 3 9 10, CONNECTOR X138 TERM #18, 19, PER FSE INSTRUCTIONS. NO TERMINAL CONCERNS WERE FOUND. ROAD TEST.

B As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARDQ13877 EPA# CA0589940226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

USED	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	66544/66546	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 11MAY17		0.00	CASH	12MAY17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAY17	12MAY17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	733		IP	0.00	0.00	0	0			0.00	0.00

66546 TIRE PRESSURES 32PSI.
C TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)
0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

	733		IP	0.00	0.00	0	0			0.00	0.00

66546 TIRES, L/P 4/32 , R/F 5/32 , L/R 5/32 , R/R 4/32. FRONT BRAKES APPROX 8MM, REAR BRAKES APPROX 2MM AND ON THE SENSORS.
D OK PER CUSTOMER TO ALLOW GM FIELD ENGINEER TO ROAD TEST VEHICLE FOR EXTENDED MILES TO VERIFY & DIAGNOSE CONCERNS
QC QUALITY CONTROL ROAD TEST

	150		IP	0.00	0.00	0	0			0.00	0.00

E** Martin Chevrolet Warranty Rental Program (GMDRAC). Valid Driver's license and Full Coverage Insurance is REQUIRED. Daily Covered Rate $42 per Day, Same Day Rate $21. Pay Type: WL. Fuel is NOT covered. 24 HR period Rental. See your advisor for info.
CAUSE: Timeline Required.
CONCERN CODE: MA
Z7903 RENTAL ALLOWANCE-3 DAYS

	150		WL	0.00	0.00	0	0			0.00	0.00

FC: 9090 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:

0 0 TLABOR

SUBL 3 DAY DRAC
PO#942

			WL			9810	12600			126.00	126.00

EST: 0.00 08MAY17 11:13 SA: 942

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213677 EPA# CAD029040226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	66256/66320	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 02MAY17		0.00	CASH	04MAY17

R.O. OPENED	BOOKED	OPTIONS:
01MAY17	04MAY17	SOLD-STK:[redacted] DLR:20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CHECK & ADVISE: ON FRIDAY 28TH, AT APPROX 4PM, THE BRAKE PEDAL POPPED UP/LOCKED, PRNDL SWITCHED TO PARK, EVEN THO SHIFTER STILL IN DRIVE. TURNED OFF KEY AND RESTARTED OK. DROVE HOME & PARKED VEHICLE. NO SES LIGHT ON.

CL CLERICAL

733 IP 0.00 0.00 0 0 0.00 0.00

66320 SCAN CHECK SYSTEM, ONLY 1 CODE IN HISTORY IN RADIO U0164-00. CALLED TAC CASE [redacted] TO UPDATE. TALKED TO LEE, TOLD HIM THE SYMPTOMS AND THE HISTORY OF INSPECTIONS AND OF UNABLE TO DUPLICATING SYMPTOMS. LEE SAID HE WILL BE TALKING WITH ENGINEERING AND WILL BE BACK WITH ME TOMORROW 5/3/17. ON 5/4/17 TIM MORAN (FSE) CALLED TO ADVISE HE WILL BE HERE TO LOCK AT THE TRUCK ON 5/9/17.CUSTOMER CALLED ON 5.4.2017 AND WANTS TO PICK UP TRUCK AND BRING BACK ON 5.9.17 WHEN FSE ARRIVES AT DEALERSHIP CUSTOMER IS TO BRING VEHICLE IN AT 7 A.M ON 5.9.2017 SERVICE ADVISOR ROAD TESTED VEHICLE OVER NIGHT WITH CUSTOMERS AUTHORIZATION AND NO EVENTS OCCURRED

B As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

733 IP 0.00 0.00 0 0 0.00 0.00

C OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.

CAUSE: Authorized to perform a complimentary GM multi-point inspection.

0108 WILL PERFORM FULL MULTI POINT INSPECTION WHEN CUSTOMER RETURNS WITH THE VEHICLE

733 IP 0.00 0.00 0 0 0.00 0.00

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Reynolds and Reynolds, Inc. SERVICE INVOICE TYPE 2 - 5250 (ANSI/MH)

ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3



JOE GIACOMIN CHEVROLET, INC.
DBA

Martin
CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
(310) 378-0211
www.martinchevrolet.com
SERVICE HOURS
MONDAY THRU FRIDAY 7:00 AM - 6:00 PM
SAT 8:00 AM - 2:00 PM

CUSTOMER #: [redacted]

[redacted]

WORKORDER

PAGE 1

BUS: CELL:

SERVICE ADVISOR: 942 SUMERA,ALVIN R

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/	[redacted]

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
20JUN15 DD			18:00 08MAR17	0.00	CASH	

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:20-306
08MAR2017 09:26		

LINE	OP CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A		2032	WP	CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE
# B	0108	2032	IP	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
# C	0401	2032	IP	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
# D	0420	2032	IP	TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

THIS IS NOT AN INVOICE

BY LAW, YOU MAY CHOOSE ANOTHER LICENSED SMOG CHECK FACILITY TO PERFORM ANY NEEDED REPAIRS OR ADJUSTMENTS WHICH THE SMOG CHECK TEST INDICATES ARE NECESSARY.

SUBJECT TO CONDITIONS ON REVERSE SIDE OF THIS CONTRACT. PLEASE READ REVERSE SIDE.

I hereby authorizes the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Receipt of vehicle described herein for repair or alteration is hereby acknowledged by dealer. Said customer is hereby notified that the said property, or its contents, is not insured or protected to the amount of actual cash value thereof, or otherwise, by the undersigned dealer against loss occasioned by theft, fire or vandalism while the property remains with the dealer. Customer states no articles of personal property have been left in the vehicle, and the dealer is not responsible for inspection thereof. Customer will be responsible for payment of reasonable attorney fees and costs in the event suit is brought for collection.

PRELIMINARY ESTIMATE $

WHICH INCLUDES A HAZARDOUS WASTE DISPOSAL FEE OF $

AUTHORIZED BY: X

BAR # ARD213877 EPA# CAD029540226

Comments/Authorization

ALL PARTS REMOVED WILL BE DISCARDED UNLESS OTHERWISE REQUESTED PRIOR TO BEGINNING WORK.

☐ SAVE PARTS X

ALL PARTS ARE NEW UNLESS OTHERWISE SPECIFIED.

"Where it all starts with the right attitude towards you."

PAYMENT IN FULL REQUIRED PRIOR TO DELIVERY OF VEHICLE

METHODS OF PAYMENT - WE ACCEPT THE FOLLOWING: CASH, CHECK, AMEX, MASTERCARD, VISA, COMPANY OR PERSONALIZED CHECK WITH THE FOLLOWING: 1) APPROVAL FROM OUR CHECK GUARANTEE COMPANY 2) VALID DRIVERS LICENSE # 3) NAME AND ADDRESS (NO P.O. BOX) MFR. NAME ON CHECK. PLEASE DO NOT LEAVE VALUABLES IN YOUR CAR AT ANY TIME. WE CANNOT BE RESPONSIBLE FOR THEIR LOSS - STEREO TAPES, SPECIAL KEY CHAINS, ETC.

CUSTOMER COPY

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PE18-012

GM

3-27-2019

Q3



RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE (WITH ARBITRATION PROVISION)

Dealer Number _____ Contract Number _____ R.O.S. Number [redacted] Stock Number _____

[redacted]	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD TORRANCE CA 90505

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
	2015	CHEVROLET SILVERADO 15	97	3GCUKREC4F[redacted]	Personal, family or household unless otherwise indicated below, ☐ business or commercial

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 7250.00
%	$ [redacted] (e)	$ [redacted]	$ [redacted] (e)	$ 52255.04 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments:	Amount of Payments:	When Payments Are Due:
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
	625.07	Monthly beginning 08/04/2015
	N/A	N/A
One final payment	625.07	07/04/2022

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. **Total Cash Price**
   - A. Cash Price of Motor Vehicle and Accessories $ 42750.00 (A)
     - 1. Cash Price Vehicle $ 42750.00
     - 2. Cash Price Accessories $ N/A
     - 3. Other (Nontaxable)
       - Describe N/A $ N/A
       - Describe N/A $ N/A
   - B. Document Processing Charge (not a governmental fee) $ 80.00 (B)
   - C. Emissions Testing Charge (not a governmental fee) $ N/A (C)
   - D. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (D)
   - E. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (E)
   - F. (Optional) Theft Deterrent Device (to whom paid) N/A $ N/A (F)
   - G. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (G)
   - H. (Optional) Surface Protection Product (to whom paid) N/A $ N/A (H)
   - I. EV Charging Station (to whom paid) N/A $ N/A (I)
   - J. Sales Tax (on taxable items in A through I) $ 3354.70 (J)
   - K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) N/A $ 29.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X _____
Co-Buyer X N/A
Seller X MARTIN CHEVROLET

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life: ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A	Mos. N/A	$ N/A
Credit Disability	N/A	Mos. N/A	$ N/A
Total Credit Insurance Premiums N/A			$ N/A (b)

Insurance Company Name _____

Home Office Address _____

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for

M. (Optional) Service Contract (to whom paid) N/A $ N/A (L)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
Q. Prior Credit or Lease Balance paid by Seller to N/A (e) $ N/A (P)
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) N/A $ N/A (Q)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (R)
T. Other (to whom paid) N/A $ N/A (S)
For N/A
Total Cash Price (A through T) $ 46713.70 (T) (1)

2. **Amounts Paid to Public Officials** INITIAL
A. Vehicle License Fees $ 278.00 (A)
B. Registration/Transfer/Titling Fees $ 253.00 (B)
C. California Tire Fees $ 8.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ 541.75 (2)

3. **Amount Paid to Insurance Companies**
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ **State Emissions Certification Fee** or ☐ **State Emissions Exemption Fee** $ N/A (4)

5. **Subtotal** (1 through 4) $ 47255.45 (5)

6. **Total Downpayment**
A. Agreed Trade-In Value Yr N/A Make N/A Model N/A Odom N/A VIN N/A $ N/A (A)
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 4250.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ 3000.00 (G)
Total Downpayment (C through G) $ 7250.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 1O above)

7. **Amount Financed** (5 less 6) $ 40005.45 (7)

SELLER ASSISTED LOAN
BUYER MAY BE REQUIRED TO PLEDGE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS ON BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.

Proceeds of Loan From: N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
installments of $ N/A $ N/A
from this Loan is shown in item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:

☐ **Name of autobroker receiving fee, if applicable:**

disability insurance only if you are working for wag
or profit 30 hours a week or more on the Effecti
Date. (3) Only the Primary Buyer is eligible
disability insurance. DISABILITY INSURANCE M
NOT COVER CONDITIONS FOR WHICH YOU HA
SEEN A DOCTOR OR CHIROPRACTOR IN TH
LAST 6 MONTHS (Refer to "Total Disabilities N
Covered" in your policy for details).
You want to buy the credit insurance.

Date X N/A Buyer Signature Age
Date X N/A Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancella
tion contract) is not required to obtain credit and will not b
provided unless you sign below and agree to pay the add
charge. If you choose to buy a gap contract, the charge is show
in item 1R of the Itemization of Amount Financed. See your ga
contract for details on the terms and conditions it provides. It i
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

OPTIONAL SERVICE CONTRACT(S) You want to
purchase the service contract(s) written with the following
company(ies) for the term(s) shown below for the charge(s)
shown in item 1L,1M, 1N, 1O, and/or 1P.

1L Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1O Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to the contract must be in writing and both you and we must sign it. No oral changes are binding.
Buyer Signs X
Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X Buyer
X N/A Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X
Co-Buyer Signs X N/A

is paid in full on or before _____, Year _____. BUYER'S INITIALS _____

X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in item 6B of the Itemization of Amount Financed as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee. If the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X N/A Co-Buyer Signature X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or methods by the seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to make a unilateral change.

Buyer Signature X _____ Co-Buyer Signature X N/A

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California law does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option on used vehicles with a purchase price of less than forty thousand dollars ($40,000), subject to certain statutory conditions. This contract cancellation option requirement does not apply to the sale of a recreational vehicle, a motorcycle, or an off-highway motor vehicle subject to identification under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X _____ Date 06/20/15 Co-Buyer Signature X N/A Date _____

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X _____ Address _____

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owing; or (5) otherwise reach a settlement relating to this contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notices of the amount owing at any time, and of any demands upon the Buyer.

Guarantor X _____ Date 06/20/15 Guarantor X _____ Date _____

Address _____ Address _____

Seller Signature MARTIN CHEVROLET Date 06/20/15 By X _____ Title MGR

LAW FORM NO. 553-CA-ARB (REV 7/13 U.S. PATENT NO. 2490,782)
©2013 The Reynolds and Reynolds Company TO ORDER: www.reyrein.com; 1-800-344-0360 or 1-210-831-6038
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

CUST#: [redacted]

DEAL# [redacted]

STOCK# [redacted]

VEHICLE/VESSEL TRANSFER AND REASSIGNMENT FORM

A Public Service Agency

INSTRUCTIONS ON REVERSE SIDE — ALL SIGNATURES MUST BE IN INK — PHOTOCOPIES NOT ACCEPTED

This form is not the ownership certificate. It must accompany the titling document or Application for Duplicate Title. For Car Buyer's Bill of Rights, visit www.dmv.ca.gov.

ACQUISITION NUMBER (DMV/MTLER ONLY)

SECTION 1 — VEHICLE/VESSEL DESCRIPTION

VEHICLE/VESSEL ID

IDENTIFICATION NUMBER	YEAR MODEL	MAKE	LICENSE PLATE/CF NO.	MOTORCYCLE ENGINE NUMBER
3GCUKREC4FG[redacted]	2015 SILVERAD	CHEVROLE		

SECTION 2 — BILL OF SALE

BILL OF SALE

I/We MARTIN CHEVROLET [redacted] PRINT SELLER'S NAME(S) sell, transfer, and deliver the above vehicle/vessel

to _____ PRINT BUYER'S NAME(S) on 06 (MO) 20 (DAY) 2015 (YEAR) for the amount of $ VALUE RCVD (SELLING PRICE)

If this was a gift, indicate relationship: _____ *(e.g., parents, spouse, friend, etc.)* $ N/A (GIFT VALUE)

SECTION 3 — ODOMETER DISCLOSURE STATEMENT *(Void if Mileage is Altered or Erased)*

ODOMETER

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

The odometer now reads [ ][ ][ ], [ ][9][7] (10ths) **(no tenths)** miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

WARNING—ODOMETER DISCREPANCY

☐ Odometer reading is **NOT** the actual mileage ☐ Mileage **EXCEEDS** the odometer mechanical limits

Explain odometer discrepancy: _____

SECTION 4 — BUYER AND SELLER *(MUST hand print his or her name, date and sign this section.)*

BUYER'S SECTION

I acknowledge the odometer reading and the facts of the transfer. I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

BUYER

PRINT BUYER'S NAME	SIGNATURE	DATE	DMV OR DEALER/DISM #
[redacted]	X	06/20/15	N6571242
		DATE	DMV OR DEALER/DISM #
		DATE	DMV OR DEALER/DISM #

[redacted] [redacted] ZIP CODE [redacted]

SELLER'S SECTION

I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

SELLER

PRINT SELLER'S NAME	SIGNATURE	DATE	DMV OR DEALER/DISM #
[redacted]	X	06/20/15	52102
		DATE	DMV OR DEALER/DISM #
		DATE	DMV OR DEALER/DISM #

SELLER'S MAILING ADDRESS	CITY	STATE	ZIP CODE	DAYTIME TELEPHONE NO.
23505 HAWTHORNE BLVD	TORRANCE	CA	90505	3103780211

SECTION 5 — POWER OF ATTORNEY

POWER OF ATTORNEY

I/We KATHRYN P ROSYNIAK PRINT NAME(S) appoint MARTIN CHEVROLET PRINT NAME(S)

as my [redacted] plete all necessary documents, as needed, to transfer ownership as required by law.

SIGNATURE		DATE
X [redacted]	ING POWER OF ATTORNEY	06/20/2015
SIGNATURE		DATE
X [redacted]	TING POWER OF ATTORNEY	

APPLICATION FOR REGISTRATION OF NEW VEHICLE

A Public Service Agency

STK# [redacted] FOR DEPARTMENT USE ONLY CUST# [redacted]

CASHIER DATE LINE STAMP

DATE FIRST SOLD AS A NEW VEHICLE: 06/20/2015 [redacted]

DATE FIRST OPERATED (MM/DD/YYYY): 06/20/2015

NRM/MD

MAKE	YEAR MODEL	BODY TYPE	MOTIVE POWER	NUMBER OF AXLES	UNLADEN WEIGHT
CHEVROLET	2015	SILVERADO		2	5418

VEHICLE IDENTIFICATION NUMBER: 3 G C U K R E C 4 F G [redacted]

M/C ENGINE NUMBER OR ADDITIONAL IDENTIFICATION NUMBER

OHV/MOTORCYCLE DEALERS ONLY: ☐ On-Highway ☐ Off-Highway

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

COUNTY OF RESIDENCE: LOS ANGELES

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

EQUIPMENT NUV/SCR

DRIVER LICENSE/ID CARD NO. [redacted]

☐ AND [redacted] FIRST MIDDLE SUFFIX

☐ OR (2) DRIVER LICENSE/ID CARD NO.

BUSINESS OR RESIDENCE ADDRESS [redacted] APT./STE. NO. CITY [redacted] STATE [redacted] ZIP CODE [redacted]

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

LIENHOLDER OR LEGAL OWNER—PRINT TRUE FULL NAME (IF NONE, MUST PRINT "NONE" AND INITIAL)

TD AUTO FINANCE LLC

ELECTRONIC LIENHOLDER ID. #

ELT#

BUSINESS OR RESIDENCE ADDRESS

PO BOX 997551 APT./STE. NO. CITY SACRAMENTO STATE CA ZIP CODE 95899-7551

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

If a passenger vehicle, will it be used for hire or to provide a service of transporting passengers in conjunction with a business?

☐ Yes ☒ No

APPLICANT'S CERTIFICATION: *I certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.*

DATE 06/20/2015 BUYER (1) X [redacted] (2) X

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

	DATE PURCHASED/ACQUIRED	COST
A — Cost of vehicle purchased as a ☒ Complete vehicle ☐ Chassis only ☐ Cab and chassis	06/20/2015	42750.00
B — Cost of trailer coach including all permanently attached items (wall to wall carpeting, factory air conditioning, built-in appliances, etc.).		

ODOMETER DISCLOSURE STATEMENT

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

The odometer reading is ☐☐☐,☐9☐7 (no tenths) miles, and to the best of my knowledge reflects the **ACTUAL** mileage ***unless one of the following statements is checked.***

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

I/we certify (or declare) under penalty of perjury under the laws of the State of California that the foregoing is true and correct.

DEALERS NUMBER

DATE		HAND PRINTED SELLER'S FULL NAME/COMPANY AGENT	ADDRESS
06/20/2015	[redacted]	GONZALES,WILLY A	23505 HAWTHORNE BLVD
DATE		MARTIN CHEVROLET	TORRANCE CA 90505
06/20/2015		[redacted]	

REG 397 (REV 11/2011) Dealer Copy

[redacted]

2015 SILVERADO 1500 4WD LT CREW
GAZ SUMMIT WHITE /V80
HDU JET BLACK
ORDER NO. SNMCMG/TRB STOCK NO.
VIN 3GC UKRE C4 F[redacted]

GENERAL MOTORS LLC

RENAISSANCE CENTER
DETROIT MI 48243-1314
VEHICLE INVOICE [redacted]

**********1741**********13-200338

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	46710.00	37960.30	INVOICE 05/16/15
C5Z 7,200 LB GVW RATING	N/C	N/C	SHIPPED 05/16/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP 5/7 05/27/15
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 05/27/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	PRC EFF 05/15/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS XXXXX XXXXX
PDU ALL STAR EDITION	2500.00	2200.00	MFR-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL			BANK: ALLY - 061
AUTO LOCKING REAR			CHG-TO 20-033
DIFFERENTIAL			
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5418
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING,			GVWR: 7200
DUAL ZONE CLIMATE CONTROL			GAWR.FT: 3950
* STEERING COLUMN,			GAWR.RR: 3950
TILT & TELESCOPING			EMPLOY: 41821.27
* REMOTE VEHICLE START			SUPPLR: 43505.70
* CHEVROLET MYLINK AUDIO SYSTEM			NTR: 1/2
W/ 8" DIAGONAL COLOR TOUCH			DSN: LT
* REAR VISION CAMERA			EMPINC: 2883.74
* REAR WINDOW DEFROSTER			SUPINC: 969.31
* POWER OUTLET, 110-VOLT AC			
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1403.60	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80	
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	660.00-	

TOTAL MODEL & OPTIONS	45540.00	42110.70	ACT 237	41939.50
DESTINATION CHARGE	1195.00	1195.00	H/R 261	1366.20
DEALER PMR CONTRIBUTION		455.40	ADV 261	455.40
GMA GROUP CONTRIBUTION		455.40	REF 65A	455.40
TOTAL	46735.00	44216.50	PAY 310	44216.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		42239.65		

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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.

LAND CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCUKREC4F[redacted]
$ 44216.50 INV 1AD12962055
DUE 05/27/15 DEALER 20-033

LAW LAWCA-228RS

AGREEMENT TO FURNISH INSURANCE POLICY

(TO BE USED WITH SECURITY AGREEMENT ON SALE OF VEHICLE)

Date 06/20/2015

TO SELLER MARTIN CHEVROLET

23505 HAWTHORNE BLVD TORRANCE CA 90505

The undersigned Purchaser(s) agree(s) to furnish his/their own Insurance Policy, covering property which is the subject of a Security Agreement dated this 20TH day of JUNE, YR 15

The vehicle referred to herein is described as follows:

Year	Make	Model	Body	Vehicle Identification No.
2015	CHEVROLET	SILVERADO 15		3GCUKREC4F[redacted]

Such Insurance Policy must be delivered to the Seller within _____ days from the date hereof, and if Seller does not receive such Policy by the time stated, Seller may (but is not required to) procure insurance of the kind and type agreed to be furnished under the terms of the above mentioned Security Agreement.

Ins.Co. ALLIED INSD CO Agent ALLIED INS CO

ADDRESS OF AGENT PPAC016184865-8 CITY STATE 12/05/2015 ZIP AGENTS PHONE NUMBER 8002821446

Policy No. _____ Exp. Date _____

☒ Fire & Theft - ☒ Additional Coverage - XX $ 500 Deductible Comprehensive - ☐ XX $ 500 Deductible Collision

In the event I fail to furnish a valid insurance policy, or written evidence, from an insurance company for comprehensive and deductible collision insurance coverage, within the time specified from above date, I hereby agree to pay to Seller or its assignees any earned premium for any policy they may have to place for the above described vehicle in accordance with repayment procedures established under California Civil Code Section 2982.8.

I/we further agree to assume forthwith any and all responsibility for damage to the property referred to above or resulting from the use, maintenance or operation thereof, and agree to hold Seller free of any loss, claim, or liability resulting from any damage to said property or from the use, maintenance or operation thereof.

Loss Payee TD AUTO FINANCE LLC

NOTICE TO BUYER: This Agreement does not authorize the ordering of **Public Liability or Property Damage Insurance.**

Any insurance ordered by the financial institution will cover loss of or damage to the above described vehicle only and **will not include Public Liability or Property Damage Insurance.**

[redacted]

[redacted]

(818)388-4582

HOME PHONE BUSINESS PHONE X CO-BUYER'S SIGNATURE

LAW FORM NO. LAWCA-228RS REV 6/13 ©2013 The Reynolds and Reynolds Company TO ORDER: www.lawpro.com 1-800-544-7668, fax 1-800-631-0865

PE18-012

GM

3-27-2019

Q3



Columbus copy document requested by zzfd85 at 11:48:21 AM on 7/24/2017

2015 SILVERADO 1500 4WD LT CREW — GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. SNMCW0/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 3GC UKRE C4 FG[redacted] — VEHICLE INVOICE [redacted]
**********1743******13*20033S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	40710.00	37860.30	INVOICE 05/18/15
C5Z 7,200 LB GVW RATING	N/C	N/C	SHIPPED 05/16/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 05/27/15
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 05/27/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	PRC EFF 05/15/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V3469 V3469
PDU ALL STAR EDITION	2500.00	2200.00	WFP-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL			BANK: ALLY - 061
			CHG-TO 20-033
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5418
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL			GVWR: 7200
			GAWR.FT: 3950
* STEERING COLUMN, TILT & TELESCOPING			GAWR.RR: 3950
			EMPLOY: 41821.27
* REMOTE VEHICLE START			SUPPLR: 43505.70
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH			NTR: 1/2
			DAN: LT
* REAR VISION CAMERA			EMPINC: 2553.74
* REAR WINDOW DEFROSTER			SUPINC: 869.31
* POWER OUTLET, 110-VOLT AC			
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1403.60	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80	
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	660.00-	
TOTAL MODEL & OPTIONS	45540.00	42110.70	ACT 237 41939.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1366.20
DEALER IMR CONTRIBUTION		455.40	ADV 261 455.40
LMA GROUP CONTRIBUTION		455.40	EXP 65A 455.40
TOTAL	46735.00	44216.50	PAY 310 44216.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		42239.65	

****

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.

LAKE CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCUKREC4FG[redacted]
$ 44216.50 INV 1AD12962055
DUE 05/27/15 DEALER 20-033

Confidential Document requested by zzfd85 at 11:50:49 AM on 7/24/2017

VIN: 3GCUKREC4 FG[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: SNMCW0
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	NCC	1,500.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	NCC	1,500.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	LJR	1,000.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	LJR	1,000.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	JGD	1,000.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	JGD	1,000.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	FFC	77.28	
INCTV PAYMENT	13 20306	00044106068		07/07/15	FFC	77.28	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	DVN	869.31	
INCTV PAYMENT	13 20306	00044106068		07/07/15	DVN	869.31	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	DRH	750.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	DRH	750.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	NCC	1,500.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	LJR	1,000.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	JGD	1,000.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	FFC	77.28	
INCTV APPLICATN	13 20306	00044106068		06/23/15	DVN	869.31	
INCTV APPLICATN	13 20306	00044106068		06/23/15	DRH	750.00	
DELIVERY D.O.E.	13 20306			06/22/15		0.00	
DELIVERY TO CUS	13 20306			06/20/15		0.00	
DLR TRADE D.O.E	13 20306			06/08/15		0.00	
DEALER TRADE (P	13 20306			06/06/15		0.00	
EXPIRATION TRAN	13 20033	1AD12962055		05/27/15		0.00	
SETTLEMENT DATE	13 20033	1AD12962055		05/27/15		44,216.50	CR
ORIGINAL INVOIC	13 20033	1AD12962055		05/18/15		44,216.50	
SHIPMENT DATE	13 20033			05/16/15		0.00	
PRODUCTION (BUI	13 20033			05/15/15		0.00	
PREFERENCE TO P	13 20033			04/21/15		0.00	
GM ORDER ACCEPT	13 20033			04/17/15		0.00	
GM ORDER ACCEPT				04/17/15		0.00	

Confidential Document requested by zzfd85 at 11:50:16 AM on 7/24/2017

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 08/13/16
PROCESSING SOURCE: CHEVROLET 08:37:06
PAGE: 1

VIN: 3GCUKREC4 FG[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: SNMCW0

ODATE: 04/17/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20306
DDATE: 06/20/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/22/15 ORDER BY:
CANC:
CANC DOE:
TRADE: 06/06/15 DLVY TO: [redacted]
TRD DOE: 06/08/15
SRVC IN:
SRVC OUT: CANC SRVC IN:
BFSO ORD DT: BFSO CUST:
PRICE ASSUR DT: PRICE ASSUR RT:

--INCENTIVES--

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
DRH	01	13 20306	[redacted]	07/07/15	750.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 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
DVN	01	13 20306	[redacted]	07/07/15	869.31	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 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
FFC	01	13 20306	[redacted]	07/07/15	77.28	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: [redacted] 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
JGD	01	13 20306	[redacted]	07/07/15	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

Confidential document requested by zzfd85 at 11:50:16 AM on 7/24/2017

VIN: 3GCUKREC4 FG[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: SNMCW0

CODE	PAY	SS/SITE	INV/INC NO	DATE	AMOUNT	MTHD	DLR SHR	STAT
LJR	01	13 20306	[redacted]	07/07/15	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 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
NCC	01	13 20306	[redacted]	07/07/15	1,500.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 AUTH PUR CD:
MISC DATE: 06/22/15 MISC: 16989
POLICY PYMT CMNT: ACTV TYPE: 6

PE18-012

GM

3-27-2019

Q3



Confidential Document requested by qz3l2c at 4:57:01 PM on 8/16/2017

VIN: 3GCUKREC4 FG[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: SNMCW0
VIN TYPE: N

EVENT DESC	SS/ SITE CD	DOCUMENT NUMBER	I S	EVENT DT	INC CD	AMOUNT	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	NCC	1,500.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	NCC	1,500.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	LJR	1,000.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	LJR	1,000.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	JGD	1,000.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	JGD	1,000.00	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	FFC	77.28	
INCTV PAYMENT	13 20306	00044106068		07/07/15	FFC	77.28	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	DVN	869.31	
INCTV PAYMENT	13 20306	00044106068		07/07/15	DVN	869.31	
INCENTIVE MEMO	13 20306	00044106068		07/07/15	DRH	750.00	
INCTV PAYMENT	13 20306	00044106068		07/07/15	DRH	750.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	NCC	1,500.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	LJR	1,000.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	JGD	1,000.00	
INCTV APPLICATN	13 20306	00044106068		06/23/15	FFC	77.28	
INCTV APPLICATN	13 20306	00044106068		06/23/15	DVN	869.31	
INCTV APPLICATN	13 20306	00044106068		06/23/15	DRH	750.00	
DELIVERY D.O.E.	13 20306			06/22/15		0.00	
DELIVERY TO CUS	13 20306			06/20/15		0.00	
DLR TRADE D.O.E	13 20306			06/08/15		0.00	
DEALER TRADE (P	13 20306			06/06/15		0.00	
EXPIRATION TRAN	13 20033	1AD12962055		05/27/15		0.00	
SETTLEMENT DATE	13 20033	1AD12962055		05/27/15		44,216.50	CR
ORIGINAL INVOIC	13 20033	1AD12962055		05/18/15		44,216.50	
SHIPMENT DATE	13 20033			05/16/15		0.00	
PRODUCTION (BUI	13 20033			05/15/15		0.00	
PREFERENCE TO P	13 20033			04/21/15		0.00	
GM ORDER ACCEPT	13 20033			04/17/15		0.00	
GM ORDER ACCEPT				04/17/15		0.00	

PE18-012

GM

3-27-2019

Q3



Confidential Document requested by qz3l2c at 4:56:10 PM on 8/16/2017

RCMPR010 VEHICLE DELIVERY/INCENTIVE HISTORY 08/13/16
PROCESSING SOURCE: CHEVROLET 08:37:06
PAGE: 1

VIN: 3GCUKREC4 FG[redacted] SELLG SCE: 13 MDL YR: 15 ORD NO: SNMCW0

ODATE: 04/17/15 ORDER FAN: OTYPE: 070 DLVY SS/SITE CD: 13 20306
DDATE: 06/20/15 DLVY FAN: DTYPE: 010 SRVC TYPE: MILEAGE:

DLVY DOE: 06/22/15 ORDER BY:
CANC:
CANC DOE:
TRADE: 06/06/15 DLVY TO: [redacted]
TRD DOE: 06/08/15
SRVC IN:
SRVC OUT: CANC SRVC
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
DRH	01	13 20306	[redacted]	07/07/15	750.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 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
DVN	01	13 20306	[redacted]	07/07/15	869.31	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 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
FFC	01	13 20306	[redacted]	07/07/15	77.28	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLVY INC MEMO NO: 00044106068 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
JGD	01	13 20306	[redacted]	07/07/15	1,000.00	OA	0.00	9

PROCESS TYPE: 001 CHECK NO: SSN:
DATA SCE: DLR INC MEMO NO: 00044106068 AUTH PUR CD:
MISC DATE: MISC:
POLICY PYMT CMNT: ACTV TYPE: 6

PE18-012

GM

3-27-2019

Q3



Columbus copy document requested by qz3l2c at 4:54:55 PM on 8/16/2017

2015 SILVERADO 1500 4WD LT CREW — GENERAL MOTORS LLC
GAZ SUMMIT WHITE /V8G
H0U JET BLACK — RENAISSANCE CENTER
ORDER NO. SNMCW0/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 3GC UKRE C4 FG[redacted] — VEHICLE INVOICE [redacted]
**********1743******13*20033S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15543 SILVERADO 1500 4WD LT CRE	40710.00	37860.30	INVOICE 05/18/15
C5Z 7,200 LB GVW RATING	N/C	N/C	SHIPPED 05/16/15
GU6 REAR AXLE 3.42 RATIO	N/C	N/C	EXP I/T 05/27/15
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40	INT COM 05/27/15
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60	PRC EFF 05/15/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	KEYS V3469 V3469
PDU ALL STAR EDITION	2500.00	2200.00	WFP-S QTR OPT-1
* TRAILERING EQUIPMENT PKG INCL			BANK: ALLY - 061
AUTO LOCKING REAR			CHG-TO 20-033
DIFFERENTIAL			
* PWR SEAT ADJUSTER, DRIVER			SHIP WT: 5418
* FRONT FOG LAMPS			HP: 45.7
* AIR CONDITIONING,			GVWR: 7200
DUAL ZONE CLIMATE CONTROL			GAWR.FT: 3950
* STEERING COLUMN,			GAWR.RR: 3950
TILT & TELESCOPING			EMPLOY: 41821.27
* REMOTE VEHICLE START			SUPPLR: 43505.70
* CHEVROLET MYLINK AUDIO SYSTEM			NTR: 1/2
W/ 8" DIAGONAL COLOR TOUCH			DAN: LT
* REAR VISION CAMERA			EMPINC: 2553.74
* REAR WINDOW DEFROSTER			SUPINC: 869.31
* POWER OUTLET, 110-VOLT AC			
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1403.60	
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80	
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00	
YF5 50-STATE EMISSIONS	N/C	N/C	
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	660.00-	
TOTAL MODEL & OPTIONS	45540.00	42110.70	ACT 237 41939.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1366.20
DEALER IMR CONTRIBUTION		455.40	ADV 261 455.40
LMA GROUP CONTRIBUTION		455.40	EXP 65A 455.40
TOTAL	46735.00	44216.50	PAY 310 44216.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		42239.65	

****
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.

LAKE CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCUKREC4FG[redacted]
$ 44216.50 INV 1AD12962055
DUE 05/27/15 DEALER 20-033

PE18-012

GM

3-27-2019

Q3



Valentino Farias
Phone: 512-389-7057
Email: rocky.farias@gm.com

GENERAL MC
LEGAL STAFI
Mail Code: 4I
P.O. Box 400
Detroit, MI 4I

July 12, 2017

Attorney Wor
Privileged and Co

Amy Sjolander
Ruben & Sjolander
20750 Ventura Blvd
Suite 101
Woodland Hills, CA 91364

Re: ***GM File No.:*** [redacted] ***v. General Motors LLC***

Dear Ms. Sjolander:

This will acknowledge your agreement to represent General Motors in this case.

This case is part of the Early Resolution Program. A representative of the Business Resc Center (BRC) will evaluate this case to determine if it merits settlement. No evaluation required on your part at this point. Rather, it is requested that you prepare an Answer fo Staff's review and approval before filing with the court. Also, please inform Legal Staf anything else that is required to comply with the court rules or whether opposing counsc served discovery. Any proposed discovery responses must be reviewed and approved by Staff before filing/serving upon opposing counsel. Once approved, please provide Lega with the as-filed version of the pleadings and discovery.

If this case is removed from the Early Resolution Program, the BRC will promptly advi

It is also important that you advise us of the names of any of your firm's **new** timekeepc will be working on this case. On all written communication, please be sure to include th Case Name and Case Number. Feel free to contact me with any questions.

During the management of this matter if you have concern that the plaintiff's product al GM's engineering assessment, or your own technical analysis of this case raises a poter safety- related issue, please take that concern promptly to me, the Executive Director o Litigation, the North American General Counsel, or the General Counsel. We expect ou counsel to be partners in identifying and elevating issues that may impact product safety attention to this will help GM set the industry standard with respect to customer safety.

Sincerely,
Valentino Farias

PE18-012

GM

3-27-2019

Q3



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 15, 2017

Ben Guetterman
Martin Chevrolet
23505 Hawthorne BLVD
Torrance CA 90505

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCUKREC4FG[redacted]
Customer Relationship Specialist: Zenia

Dear Ben Guetterman

This is a letter of notification regarding a breach of warranty lawsuit involving the above referenced customer. Please provide us with copies of all dealer sales and service documents regarding this vehicle. The specific documents needed are:

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

Please fax them to the number on the fax cover sheet. If there are any fax difficulties or the documents exceed 50 pages, please split the fax and send two or more faxes as appropriate.

In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

PE18-012

GM

3-27-2019

Q3



Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 15, 2017

Jon Menge
Nissani Bros Chevrolet
6101 W Slauson Ave
Culver City CA 90230

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCUKREC4FG[redacted]
Customer Relationship Specialist: Zenia

Dear Jon Menge,

This is a letter of notification regarding a breach of warranty lawsuit 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.

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In addition, should you be contacted by another party regarding this matter, you may want to consult your own attorney for further direction. Your cooperation is greatly appreciated. If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time.

Sincerely,

Chevrolet

PE18-012

GM

3-27-2019

Q3



Notice of Service of Process

null / WARBREACH
Transmittal Number: 16868403
Date Processed: 07/11/2017

Primary Contact:
Rosemarie Williams
General Motors LLC
Mail Code 48482-038-210
400 Renaissance Center
Detroit, MI 48265

Entity:	General Motors LLC Entity ID Number 3113523
Entity Served:	General Motors LLC
Title of Action:	[redacted] vs. General Motors LLC
Document(s) Type:	Summons/Complaint
Nature of Action:	Breach of Warranty
Court/Agency:	Los Angeles County Superior Court, California
Case/Reference No:	[redacted]
Jurisdiction Served:	California
Date Served on CSC:	07/11/2017
Answer or Appearance Due:	30 Days
Originally Served On:	CSC
How Served:	Personal Service
Sender Information:	Tbe Bickel Law Firm Inc (San Diego CA) 619-374-4100
Client Requested Information:	Year: 2015 Make: Chevrolet Model: Silverado VIN: 3GCUKREC4FG[redacted]

Notes: The Bickel Law Firm Inc 701 B St Suite 1200San Diego CA 92101-8107
CSC Location document was served: Corporation Service Company which will do business in California as Csc-Lawyers Incorporating Service 2710 Gateway Oaks Drive Suite 150N Sacramento, CA 95833

Information contained on this transmittal form is for record keeping, notification and forwarding the attached document(s). It does not constitute a legal opinion. The recipient is responsible for interpreting the documents and taking appropriate action.

To avoid potential delay, please do not send your response to CSC
251 Little Falls Drive, Wilmington, Delaware 19808-1674 (888) 690-2882 | [redacted]

SUM-100

SUMMONS
(CITACION JUDICIAL)

NOTICE TO DEFENDANT:
(AVISO AL DEMANDADO):

GENERAL MOTORS, LLC., and DOE 1 through DOE 10 inclusive

YOU ARE BEING SUED BY PLAINTIFF:
(LO ESTÁ DEMANDANDO EL DEMANDANTE):

[redacted]

FOR COURT USE ONLY
(SOLO PARA USO DE LA CORTE)

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk

By Shaunya Bolden, Deputy

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. **NOTE:** The court has a statutory lien for waived fees and costs on any settlement or arbitration award of $10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case.

¡AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuitos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales. AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de $10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es): Los Angeles County Superior Court

Stanley Mosk Courthouse
111 North Hill Street, Los Angeles, CA 90012

CASE NUMBER:
(Número del Caso): [redacted]

The name, address, and telephone number of plaintiff's attorney, or plaintiff without an attorney, is:
(El nombre, la dirección y el número de teléfono del abogado del demandante, o del demandante que no tiene abogado, es):
John J. Weber, 701 B Street, Suite 1200, San Diego, California 92101, Tel. (619) 374-4100

DATE:
(Fecha) JUL 05 2017 SHERRI R. CARTER by *(Secretario)* SHAUNYA BOLDEN, Deputy *(Adjunto)*

(For proof of service of this summons, use Proof of Service of Summons (form POS-010).)
(Para prueba de entrega de esta citación use el formulario Proof of Service of Summons, (POS-010)).

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. [X] as an individual defendant.
2. [ ] as the person sued under the fictitious name of *(specify):*
3. [X] on behalf of *(specify):* General Motors, LLC
   under: [ ] CCP 416.10 (corporation) [ ] CCP 416.60 (minor)
   [ ] CCP 416.20 (defunct corporation) [ ] CCP 416.70 (conservatee)
   [ ] CCP 416.40 (association or partnership) [ ] CCP 416.90 (authorized person)
   [X] other *(specify):* Limited Liability Corporation
4. [ ] by personal delivery on *(date):*

Form Adopted for Mandatory Use
Judicial Council of California
SUM-100 [Rev. July 1, 2009]

SUMMONS

Code of Civil Procedure §§ 412.20, 465
www.courtinfo.ca.gov

[redacted]

CM-010

FOR COURT USE ONLY

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

SUPERIOR COURT OF CALIFORNIA, COUNTY OF Los Angeles
STREET ADDRESS: 111 North Hill Street
MAILING ADDRESS: same
CITY AND ZIP CODE: Los Angeles, CA 90012
BRANCH NAME: Stanley Mosk Courthouse

CASE NAME:
Rusyniak v. GENERAL MOTORS LLC.

CASE NUMBER: [redacted]

JUDGE:
DEPT:

CIVIL CASE COVER SHEET

☑ Unlimited (Amount demanded exceeds $25,000)
☐ Limited (Amount demanded is $25,000 or less)

Complex Case Designation

☐ Counter ☐ Joinder
Filed with first appearance by defendant (Cal. Rules of Court, rule 3.402)

Items 1–6 below must be completed (see instructions on page 2).

1. Check one box below for the case type that best describes this case:

Auto Tort
- ☐ Auto (22)
- ☐ Uninsured motorist (46)

Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort
- ☐ Asbestos (04)
- ☐ Product liability (24)
- ☐ Medical malpractice (45)
- ☐ Other PI/PD/WD (23)

Non-PI/PD/WD (Other) Tort
- ☐ Business tort/unfair business practice (07)
- ☐ Civil rights (08)
- ☐ Defamation (13)
- ☐ Fraud (16)
- ☐ Intellectual property (19)
- ☐ Professional negligence (25)
- ☐ Other non-PI/PD/WD tort (35)

Employment
- ☐ Wrongful termination (36)
- ☐ Other employment (15)

Contract
- ☑ Breach of contract/warranty (06)
- ☐ Rule 3.740 collections (09)
- ☐ Other collections (09)
- ☐ Insurance coverage (18)
- ☐ Other contract (37)

Real Property
- ☐ Eminent domain/inverse condemnation (14)
- ☐ Wrongful eviction (33)
- ☐ Other real property (26)

Unlawful Detainer
- ☐ Commercial (31)
- ☐ Residential (32)
- ☐ Drugs (38)

Judicial Review
- ☐ Asset forfeiture (05)
- ☐ Petition re: arbitration award (11)
- ☐ Writ of mandate (02)
- ☐ Other judicial review (39)

Provisionally Complex Civil Litigation (Cal. Rules of Court, rules 3.400–3.403)
- ☐ Antitrust/Trade regulation (03)
- ☐ Construction defect (10)
- ☐ Mass tort (40)
- ☐ Securities litigation (28)
- ☐ Environmental/Toxic tort (30)
- ☐ Insurance coverage claims arising from the above listed provisionally complex case types (41)

Enforcement of Judgment
- ☐ Enforcement of judgment (20)

Miscellaneous Civil Complaint
- ☐ RICO (27)
- ☐ Other complaint *(not specified above)* (42)

Miscellaneous Civil Petition
- ☐ Partnership and corporate governance (21)
- ☐ Other petition *(not specified above)* (43)

2. This case ☐ is ☑ is not complex under rule 3.400 of the California Rules of Court. If the case is complex, mark the factors requiring exceptional judicial management:
   a. ☐ Large number of separately represented parties
   b. ☐ Extensive motion practice raising difficult or novel issues that will be time-consuming to resolve
   c. ☐ Substantial amount of documentary evidence
   d. ☐ Large number of witnesses
   e. ☐ Coordination with related actions pending in one or more courts in other counties, states, or countries, or in a federal court
   f. ☐ Substantial postjudgment judicial supervision
3. Remedies sought *(check all that apply)*: a. ☑ monetary b. ☐ nonmonetary; declaratory or injunctive relief c. ☑ punitive
4. Number of causes of action *(specify)*: Violation of Cal. Civ. Code 1790 et seq.
5. This case ☐ is ☑ is not a class action suit.
6. If there are any known related cases, file and serve a notice of related case. *(You may use form CM-015.)*

Date: July 3, 2017
John J. Weber
(TYPE OR PRINT NAME)

▶ [redacted]

NOTICE
- Plaintiff must file this cover sheet with the first paper filed in the action or proceeding (except small claims cases or cases filed under the Probate Code, Family Code, or Welfare and Institutions Code). (Cal. Rules of Court, rule 3.220.) Failure to file may result in sanctions.
- File this cover sheet in addition to any cover sheet required by local court rule.
- If this case is complex under rule 3.400 et seq. of the California Rules of Court, you must serve a copy of this cover sheet on all other parties to the action or proceeding.
- Unless this is a collections case under rule 3.740 or a complex case, this cover sheet will be used for statistical purposes only.

Form Adopted for Mandatory Use
Judicial Council of California
CM-010 [Rev. July 1, 2007]

CIVIL CASE COVER SHEET

Cal. Rules of Court, rules 2.30, 3.220, 3.400–3.403, 3.740;
Cal. Standards of Judicial Administration, std. 3.10
www.courtinfo.ca.gov

By Fax

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER [redacted]

By Fax

CIVIL CASE COVER SHEET ADDENDUM AND STATEMENT OF LOCATION (CERTIFICATE OF GROUNDS FOR ASSIGNMENT TO COURTHOUSE LOCATION)

This form is required pursuant to Local Rule 2.3 in all new civil case filings in the Los Angeles Superior Court.

Item I. Check the types of hearing and fill in the estimated length of hearing expected for this case:

JURY TRIAL? ✓YES CLASS ACTION? YES LIMITED CASE? YES TIME ESTIMATED FOR TRIAL 5-7 Days HOURS/✓DAYS

Item II. Indicate the correct district and courthouse location (4 steps – If you checked "Limited Case", skip to Item III, Pg. 4):

Step 1: After first completing the Civil Case Cover Sheet form, find the main Civil Case Cover Sheet heading for your case in the left margin below, and, to the right in Column **A**, the Civil Case Cover Sheet case type you selected.

Step 2: Check one Superior Court type of action in Column **B** below which best describes the nature of this case.

Step 3: In Column **C**, circle the reason for the court location choice that applies to the type of action you have checked. For any exception to the court location, see Local Rule 2.3.

Applicable Reasons for Choosing Courthouse Location (see Column C below)

1. Class actions must be filed in the Stanley Mosk Courthouse, central district.
2. May be filed in central (other county, or no bodily injury/property damage).
3. Location where cause of action arose.
4. Location where bodily injury, death or damage occurred.
5. Location where performance required or defendant resides.
6. Location of property or permanently garaged vehicle.
7. Location where petitioner resides.
8. Location wherein defendant/respondent functions wholly.
9. Location where one or more of the parties reside.
10. Location of Labor Commissioner Office
11. Mandatory Filing Location (Hub Case)

Step 4: Fill in the information requested on page 4 in Item III; complete Item IV. Sign the declaration.

	A	B	C
Auto Tort	Auto (22)	☐ A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	☐ A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	☐ A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	☐ A7210 Medical Malpractice - Physicians & Surgeons ☐ A7240 Other Professional Health Care Malpractice	1., 4. 1., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	☐ A7250 Premises Liability (e.g., slip and fall) ☐ A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) ☐ A7270 Intentional Infliction of Emotional Distress ☐ A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 4. 1., 4. 1., 3. 1., 4.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

	A Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Non-Personal Injury/ Property Damage/ Wrongful Death Tort	Business Tort (07)	☐ A6029 Other Commercial/Business Tort (not fraud/breach of contract)	1., 3.
	Civil Rights (08)	☐ A6005 Civil Rights/Discrimination	1., 2., 3.
	Defamation (13)	☐ A6010 Defamation (slander/libel)	1., 2., 3.
	Fraud (16)	☐ A6013 Fraud (no contract)	1., 2., 3.
	Professional Negligence (25)	☐ A6017 Legal Malpractice ☐ A6050 Other Professional Malpractice (not medical or legal)	1., 2., 3. 1., 2., 3.
	Other (35)	☐ A6025 Other Non-Personal Injury/Property Damage tort	2.,3.
Employment	Wrongful Termination (36)	☐ A6037 Wrongful Termination	1., 2., 3.
	Other Employment (15)	☐ A6024 Other Employment Complaint Case ☐ A6109 Labor Commissioner Appeals	1., 2., 3. 10.
Contract	Breach of Contract/ Warranty (06) (not insurance)	☐ A6004 Breach of Rental/Lease Contract (not unlawful detainer or wrongful eviction) ☐ A6008 Contract/Warranty Breach -Seller Plaintiff (no fraud/negligence) ☐ A6019 Negligent Breach of Contract/Warranty (no fraud) ☒ A6028 Other Breach of Contract/Warranty (not fraud or negligence)	2., 5. 2., 5. 1., 2., 5. 1., 2., 5.
	Collections (09)	☐ A6002 Collections Case-Seller Plaintiff ☐ A6012 Other Promissory Note/Collections Case ☐ A6034 Collections Case-Purchased Debt (Charged Off Consumer Debt Purchased on or after January 1, 2014)	2., 5., 6, 11 2., 5, 11 5, 6, 11
	Insurance Coverage (18)	☐ A6015 Insurance Coverage (not complex)	1., 2., 5., 8.
	Other Contract (37)	☐ A6009 Contractual Fraud ☐ A6031 Tortious Interference ☐ A6027 Other Contract Dispute(not breach/insurance/fraud/negligence)	1., 2., 3., 5. 1., 2., 3., 5. 1., 2., 3., 8.
Real Property	Eminent Domain/Inverse Condemnation (14)	☐ A7300 Eminent Domain/Condemnation Number of parcels_____	2.
	Wrongful Eviction (33)	☐ A6023 Wrongful Eviction Case	2., 6.
	Other Real Property (26)	☐ A6018 Mortgage Foreclosure ☐ A6032 Quiet Title ☐ A6060 Other Real Property (not eminent domain, landlord/tenant, foreclosure)	2., 6. 2., 6. 2., 6.
Unlawful Detainer	Unlawful Detainer-Commercial (31)	☐ A6021 Unlawful Detainer-Commercial (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Residential (32)	☐ A6020 Unlawful Detainer-Residential (not drugs or wrongful eviction)	2., 6.
	Unlawful Detainer-Post-Foreclosure (34)	☐ A6020F Unlawful Detainer-Post-Foreclosure	2., 6.
	Unlawful Detainer-Drugs (38)	☐ A6022 Unlawful Detainer-Drugs	2., 6.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

	A Civil Case Cover Sheet Category No	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Judicial Review	Asset Forfeiture (05)	☐ A6108 Asset Forfeiture Case	2., 6.
	Petition re Arbitration (11)	☐ A6115 Petition to Compel/Confirm/Vacate Arbitration	2., 5.
	Writ of Mandate (02)	☐ A6151 Writ - Administrative Mandamus ☐ A6152 Writ - Mandamus on Limited Court Case Matter ☐ A6153 Writ - Other Limited Court Case Review	2., 8. 2. 2.
	Other Judicial Review (39)	☐ A6150 Other Writ /Judicial Review	2., 8.
Provisionally Complex Litigation	Antitrust/Trade Regulation (03)	☐ A6003 Antitrust/Trade Regulation	1., 2., 8.
	Construction Defect (10)	☐ A6007 Construction Defect	1., 2., 3.
	Claims Involving Mass Tort (40)	☐ A6006 Claims Involving Mass Tort	1., 2., 8.
	Securities Litigation (28)	☐ A6035 Securities Litigation Case	1., 2., 8.
	Toxic Tort Environmental (30)	☐ A6036 Toxic Tort/Environmental	1., 2., 3., 8.
	Insurance Coverage Claims from Complex Case (41)	☐ A6014 Insurance Coverage/Subrogation (complex case only)	1., 2., 5., 8.
Enforcement of Judgment	Enforcement of Judgment (20)	☐ A6141 Sister State Judgment ☐ A6160 Abstract of Judgment ☐ A6107 Confession of Judgment (non-domestic relations) ☐ A6140 Administrative Agency Award (not unpaid taxes) ☐ A6114 Petition/Certificate for Entry of Judgment on Unpaid Tax ☐ A6112 Other Enforcement of Judgment Case	2., 9. 2., 6. 2., 9. 2., 8. 2., 8. 2., 8., 9.
Miscellaneous Civil Complaints	RICO (27)	☐ A6033 Racketeering (RICO) Case	1., 2., 8.
	Other Complaints (Not Specified Above) (42)	☐ A6030 Declaratory Relief Only ☐ A6040 Injunctive Relief Only (not domestic/harassment) ☐ A6011 Other Commercial Complaint Case (non-tort/non-complex) ☐ A6000 Other Civil Complaint (non-tort/non-complex)	1., 2., 8. 2., 8. 1., 2., 8. 1., 2., 8.
	Partnership Corporation Governance (21)	☐ A6113 Partnership and Corporate Governance Case	2., 8.
Miscellaneous Civil Petitions	Other Petitions (Not Specified Above) (43)	☐ A6121 Civil Harassment ☐ A6123 Workplace Harassment ☐ A6124 Elder/Dependent Adult Abuse Case ☐ A6190 Election Contest ☐ A6110 Petition for Change of Name ☐ A6170 Petition for Relief from Late Claim Law ☐ A6100 Other Civil Petition	2., 3., 9. 2., 3., 9. 2., 3., 9. 2. 2., 7. 2., 3., 4., 8. 2., 9.

SHORT TITLE: [redacted] v. GENERAL MOTORS LLC, et al.	CASE NUMBER

Item III. Statement of Location: Enter the address of the accident, party's residence or place of business, performance, or other circumstance indicated in Item II., Step 3 on Page 1, as the proper reason for filing in the court location you selected.

REASON: Check the appropriate boxes for the numbers shown under Column C for the type of action that you have selected for this case. ☐ 1. ☑ 2. ☐ 3. ☐ 4. ☐ 5. ☐ 6. ☐ 7. ☐ 8. ☐ 9. ☐ 10. ☐ 11.	ADDRESS: 3330 S Figueroa St	
CITY: Los Angeles	STATE: CA	ZIP CODE: 90007

Item IV. *Declaration of Assignment:* I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that the above-entitled matter is properly filed for assignment to the Stanley Mosk courthouse in the Central District of the Superior Court of California, County of Los Angeles [Code Civ. Proc., § 392 et seq., and Local Rule 2.3, subd.(a).

Dated: July 3, 2017

[redacted]

PLEASE HAVE THE FOLLOWING ITEMS COMPLETED AND READY TO BE FILED IN ORDER TO PROPERLY COMMENCE YOUR NEW COURT CASE:

1. Original Complaint or Petition.
2. If filing a Complaint, a completed Summons form for issuance by the Clerk.
3. Civil Case Cover Sheet, Judicial Council form CM-010.
4. Civil Case Cover Sheet Addendum and Statement of Location form, LACIV 109, LASC Approved 03-04 (Rev. 03/15).
5. Payment in full of the filing fee, unless fees have been waived.
6. A signed order appointing the Guardian ad Litem, Judicial Council form CIV-010, if the plaintiff or petitioner is a minor under 18 years of age will be required by Court in order to issue a summons.
7. Additional copies of documents to be conformed by the Clerk. Copies of the cover sheet and this addendum must be served along with the summons and complaint, or other initiating pleading in the case.

CONFORMED COPY
OF ORIGINAL FILED
Los Angeles Superior Court

JUL 05 2017

Sherri R. Carter, Executive Officer/Clerk
By Shaunya Bolden, Deputy

THE BICKEL LAW FIRM, INC.
Brian J. Bickel, State Bar No. 205646
Erika N. Kavicky, State Bar No. 225052
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701 B St, Suite 1200
San Diego, California 92101-8107
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Facsimile: (619) 231-9040

Attorneys for Plaintiff [redacted]

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES

STANLEY MOSK COURTHOUSE

[redacted]

[redacted] Plaintiff,

vs.

GENERAL MOTORS, LLC, and DOE 1 through DOE 10 inclusive,

Defendants,

Case No.

COMPLAINT FOR VIOLATION OF THE SONG-BEVERLY CONSUMER WARRANTY ACT

By Fax

Plaintiff alleges:

1. Plaintiff [redacted] (hereinafter "Plaintiff") is, and at all times mentioned herein was, a competent adult.

2. Plaintiff is informed and believes and thereupon alleges that defendant GENERAL MOTORS, LLC is a limited liability company.

3. Defendants DOE 1 through DOE 10 inclusive are sued herein pursuant to California Code of Civil Procedure §474. DOE 1 through DOE 10 are each independently, or as a representative of another defendant in this suit, responsible in some manner for the causes of action set forth herein and the damages sustained by Plaintiff.

4. Plaintiff purchased the subject 2015 Chevrolet Silverado, VIN:

3GCUKREC4FG[redacted] ("the subject vehicle") on or about June 20, 2015 from Martin Chevrolet in Torrance, California. The subject vehicle is a new motor vehicle that was bought primarily for personal, family, or household purposes or it is a new motor vehicle with a gross vehicle weight under 10,000 pounds that was bought or used primarily for business purposes by an entity to which not more than five motor vehicles are registered in this state. The subject vehicle is a "new motor vehicle" under the Song-Beverly Consumer Warranty Act, Civil Code §§1790 et seq ("the Act").

5. Martin Chevrolet is engaged in the business of distributing or selling consumer goods at retail. Plaintiff is a "buyer" under the Act.

6. GENERAL MOTORS, LLC manufactures, assembles, or produces consumer goods. GENERAL MOTORS, LLC is a "manufacturer" under the Act.

7. GENERAL MOTORS, LLC issued an "express warranty" to Plaintiff in which, *inter alia*, GENERAL MOTORS, LLC undertook to preserve or maintain the utility or performance of the subject vehicle. Said warranty was an integral factor in Plaintiff's decision to purchase the subject vehicle.

8. The subject vehicle has suffered from nonconformity(s) to warranty, including, but not limited to, recurrent and intermittent malfunction and failure of the engine, recurrent and intermittent malfunction and failure of the brakes, and recurrent and intermittent malfunction and failure of the transmission. Said nonconformity(s) have substantially impaired the vehicle's use, value, or safety to Plaintiff.

9. Plaintiff has delivered the vehicle to GENERAL MOTORS, LLC or its authorized repair facility(s) for repair of said nonconformity(s). GENERAL MOTORS, LLC or its authorized repair facility(s) have failed to commence repairs within a reasonable time; failed to complete repairs within (30) days; and/or failed to service or repair the subject vehicle to warranty after a reasonable number of attempts.

10. The subject vehicle was not fit for the ordinary purposes for which such goods are used and was not of the same quality as those generally acceptable in the trade. GENERAL MOTORS, LLC breached the implied warranty of merchantability and implied warranty of fitness. Plaintiff is entitled to revoke acceptance of the subject vehicle under the Act.

11. GENERAL MOTORS, LLC has not replaced the vehicle or otherwise made restitution to Plaintiff pursuant to its obligations under the Act.

12. Plaintiff is informed and believes and thereupon alleges that GENERAL MOTORS, LLC's refusal to replace the vehicle or make restitution to Plaintiff was wilful and not the result of a good faith and reasonable belief that the facts imposing said statutory obligation were absent.

13. Pursuant to the Act, Plaintiff is entitled to restitution in an amount equal to the actual price paid or payable by Plaintiff and collateral charges such as sales tax, license fees, registration fees, and other official fees less an amount directly attributable to use by Plaintiff prior to the time Plaintiff first delivered the vehicle for repair.

14. Plaintiff is entitled to recover incidental, consequential, and general damages, including, but not limited to, reasonable repair, towing, and rental car costs actually incurred by Plaintiff.

15. Plaintiff is entitled to recover a civil penalty up to two times the amount of actual damages for GENERAL MOTORS, LLC's willful refusal to comply with its statutory obligations under the Act.

16. Plaintiff is entitled to recover a sum equal to the aggregate amount of costs and expenses including attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action.

WHEREFORE, Plaintiff prays judgment against GENERAL MOTORS, LLC as follows:

1. For actual damages, including collateral charges, and incidental, consequential, and general damages. To date, such damages include, but are not limited to Plaintiff's down payment, Plaintiff's monthly payments, and, in amounts according to proof, future finance payments and/or lien payoff, repair expenses, towing expenses, vehicle registration expenses, expenses inadvertently omitted herein, and other future expenses reasonably incurred by Plaintiff in connection with this action; and

2. For a civil penalty up to two times the amount of actual damages; and

3. For rescission of the contract and restitution of consideration; and

4. For interest on said sum from date of rescission to date of judgment herein; and

5. For attorney's fees based on actual time expended and reasonably incurred in connection with the commencement and prosecution of this action; and

6. For costs of suit incurred in connection with the commencement and prosecution of this action; and

7. For such other and further relief as the court deems proper.

DATED: July 3, 2017

[redacted]

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES
NOTICE OF CASE ASSIGNMENT - UNLIMITED CIVIL CASE (NON-CLASS ACTION)
Case Number _____

[redacted]

THIS FORM IS TO BE SERVED WITH THE SUMMONS AND COMPLAINT

Your case is assigned for all purposes to the judge indicated below. There is more information on the reverse side of this form.

	ASSIGNED JUDGE	DEPT	ROOM
	Hon. Debre K. Weintraub	1	534
	Hon. Barbara A. Meiers	12	636
	Hon. Terry A. Green	14	300
	Hon. Richard Fruin	15	307
	Hon. Rita Miller	16	306
	Hon. Richard E. Rico	17	309
	Hon. Stephanie Bowick	19	311
	Hon. Dalila Corral Lyons	20	310
	Hon. Robert L. Hess	24	314
	Hon. Yvette M. Palazuelos	28	318
	Hon. Barbara Scheper	30	400
	Hon. Samantha Jessner	31	407
	Hon. Daniel S. Murphy	32	406
	Hon. Michael P. Linfield	34	408
	Hon. Gregory Alarcon	36	410
	Hon. Marc Marmaro	37	413
	Hon. Maureen Duffy-Lewis	38	412
	Hon. Elizabeth Feffer	39	415
	Hon. David Sotelo	40	414
	Hon. Holly E. Kendig	42	416
	Hon. Mel Red Recana	45	529
	Hon. Frederick C. Shaller	46	500
	Hon. Randolph Hammock	47	507

	ASSIGNED JUDGE	DEPT	ROOM
	Hon. Elizabeth Allen White	48	506
	Hon. Deirdre Hill	49	509
	Hon. Teresa A. Beaudet	50	508
	Hon. Michael J. Raphael	51	511
	Hon. Susan Bryant-Deason	52	510
	Hon. Howard L. Halm	53	513
	Hon. Ernest M. Hiroshige	54	512
	Hon. Malcolm H. Mackey	55	515
	Hon. Michael Johnson	56	514
	Hon. John P. Doyle	58	516
	Hon. Gregory Keosian	61	732
	Hon. Michael L. Stern	62	600
	Hon. Mark Mooney	68	617
	Hon. William F. Fahey	69	621
	Hon. Monica Bachner	71	729
	Hon. Ruth Ann Kwan	72	731
	Hon. Rafael Ongkeko	73	733
	Hon. Joseph R. Kalin	74	735
	Hon. Gail Ruderman Feuer	78	730
	Hon. Steven J. Kleifield	324	CCW
	*Provisionally Complex Non-class Action Cases Assignment is Pending Complex Determination	308	CCW

*Complex

All non-class action cases designated as provisionally complex are forwarded to the Supervising Judge of the Complex Litigation Program located in the Central Civil West Courthouse (600 S. Commonwealth Ave., Los Angeles 90005), for complex/non-complex determination pursuant to Local Rule 3.3(k). This procedure is for the purpose of assessing whether or not the case is complex within the meaning of California Rules of Court, rule 3.400. Depending on the outcome of that assessment, the case may be reassigned to one of the judges of the Complex Litigation Program or reassigned randomly to a court in the Central District.

Given to the Plaintiff/Cross-Complainant/Attorney of Record on _____ SHERRI R. CARTER, Executive Officer/Clerk

By _____, Deputy Clerk

INSTRUCTIONS FOR HANDLING UNLIMITED CIVIL CASES

The following critical provisions of the Chapter Three Rules, as applicable in the Central District, are summarized for your assistance.

APPLICATION

The Chapter Three Rules were effective January 1, 1994. They apply to all general civil cases.

PRIORITY OVER OTHER RULES

The Chapter Three Rules shall have priority over all other Local Rules to the extent the others are inconsistent.

CHALLENGE TO ASSIGNED JUDGE

A challenge under Code of Civil Procedure section 170.6 must be made within 15 days after notice of assignment for all purposes to a judge, or if a party has not yet appeared, within 15 days of the first appearance.

TIME STANDARDS

Cases assigned to the Individual Calendaring Court will be subject to processing under the following time standards:

COMPLAINTS: All complaints shall be served within 60 days of filing and proof of service shall be filed within 90 days of filing.

CROSS-COMPLAINTS: Without leave of court first being obtained, no cross-complaint may be filed by any party after their answer is filed. Cross-complaints shall be served within 30 days of the filing date and a proof of service filed within 60 days of the filing date.

A Status Conference will be scheduled by the assigned Independent Calendar Judge no later than 270 days after the filing of the complaint. Counsel must be fully prepared to discuss the following issues: alternative dispute resolution, bifurcation, settlement, trial date, and expert witnesses.

FINAL STATUS CONFERENCE

The Court will require the parties at a status conference not more than 10 days before the trial to have timely filed and served all motions in limine, bifurcation motions, statements of major evidentiary issues, dispositive motions, requested jury instructions, and special jury instructions and special jury verdicts. These matters may be heard and resolved at this conference. At least 5 days before this conference, counsel must also have exchanged lists of exhibits and witnesses and have submitted to the court a brief statement of the case to be read to the jury panel as required by Chapter Eight of the Los Angeles Superior Court Rules.

SANCTIONS

The court will impose appropriate sanctions for the failure or refusal to comply with Chapter Three Rules, orders made by the Court, and time standards or deadlines established by the Court or by the Chapter Three Rules. Such sanctions may be on a party or if appropriate on counsel for the party.

This is not a complete delineation of the Chapter Three Rules, and adherence only to the above provisions is therefore not a guarantee against the imposition of sanctions under Trial Court Delay Reduction. Careful reading and compliance with the actual Chapter Rules is absolutely imperative.

VOLUNTARY EFFICIENT LITIGATION STIPULATIONS

Superior Court of California
County of Los Angeles

LACBA
Los Angeles County
Bar Association
Litigation Section

Los Angeles County
Bar Association Labor and
Employment Law Section

Consumer Attorneys
Association of Los Angeles

Southern California
Defense Counsel

abtl
Association of
Business Trial Lawyers

CELA
California Employment
Lawyers Association

The Early Organizational Meeting Stipulation, Discovery Resolution Stipulation, and Motions in Limine Stipulation are voluntary stipulations entered into by the parties. The parties may enter into one, two, or all three of the stipulations; however, they may not alter the stipulations as written, because the Court wants to ensure uniformity of application. These stipulations are meant to encourage cooperation between the parties and to assist in resolving issues in a manner that promotes economic case resolution and judicial efficiency.

The following organizations endorse the goal of promoting efficiency in litigation and ask that counsel consider using these stipulations as a voluntary way to promote communications and procedures among counsel and with the court to fairly resolve issues in their cases.

◆Los Angeles County Bar Association Litigation Section◆

◆ Los Angeles County Bar Association
Labor and Employment Law Section◆

◆Consumer Attorneys Association of Los Angeles◆

◆Southern California Defense Counsel◆

◆Association of Business Trial Lawyers◆

◆California Employment Lawyers Association◆

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – DISCOVERY RESOLUTION		CASE NUMBER:

This stipulation is intended to provide a fast and informal resolution of discovery issues through limited paperwork and an informal conference with the Court to aid in the resolution of the issues.

The parties agree that:

1. Prior to the discovery cut-off in this action, no discovery motion shall be filed or heard unless the moving party first makes a written request for an Informal Discovery Conference pursuant to the terms of this stipulation.

2. At the Informal Discovery Conference the Court will consider the dispute presented by parties and determine whether it can be resolved informally. Nothing set forth herein will preclude a party from making a record at the conclusion of an Informal Discovery Conference, either orally or in writing.

3. Following a reasonable and good faith attempt at an informal resolution of each issue to be presented, a party may request an Informal Discovery Conference pursuant to the following procedures:

    a. The party requesting the Informal Discovery Conference will:

        i. File a Request for Informal Discovery Conference with the clerk's office on the approved form (copy attached) and deliver a courtesy, conformed copy to the assigned department;

        ii. Include a brief summary of the dispute and specify the relief requested; and

        iii. Serve the opposing party pursuant to any authorized or agreed method of service that ensures that the opposing party receives the Request for Informal Discovery Conference no later than the next court day following the filing.

    b. Any Answer to a Request for Informal Discovery Conference must:

        i. Also be filed on the approved form (copy attached);

        ii. Include a brief summary of why the requested relief should be denied;

iii. Be filed within two (2) court days of receipt of the Request; and

iv. Be served on the opposing party pursuant to any authorized or agreed upon method of service that ensures that the opposing party receives the Answer no later than the next court day following the filing.

c. No other pleadings, including but not limited to exhibits, declarations, or attachments, will be accepted.

d. If the Court has not granted or denied the Request for Informal Discovery Conference within ten (10) days following the filing of the Request, then it shall be deemed to have been denied. If the Court acts on the Request, the parties will be notified whether the Request for Informal Discovery Conference has been granted or denied and, if granted, the date and time of the Informal Discovery Conference, which must be within twenty (20) days of the filing of the Request for Informal Discovery Conference.

e. If the conference is not held within twenty (20) days of the filing of the Request for Informal Discovery Conference, unless extended by agreement of the parties and the Court, then the Request for the Informal Discovery Conference shall be deemed to have been denied at that time.

4. If (a) the Court has denied a conference or (b) one of the time deadlines above has expired without the Court having acted or (c) the Informal Discovery Conference is concluded without resolving the dispute, then a party may file a discovery motion to address unresolved issues.

5. The parties hereby further agree that the time for making a motion to compel or other discovery motion is tolled from the date of filing of the Request for Informal Discovery Conference until (a) the request is denied or deemed denied or (b) twenty (20) days after the filing of the Request for Informal Discovery Conference, whichever is earlier, unless extended by Order of the Court.

   It is the understanding and intent of the parties that this stipulation shall, for each discovery dispute to which it applies, constitute a writing memorializing a "specific later date to which the propounding [or demanding or requesting] party and the responding party have agreed in writing," within the meaning of Code Civil Procedure sections 2030.300(c), 2031.320(c), and 2033.290(c).

6. Nothing herein will preclude any party from applying *ex parte* for appropriate relief, including an order shortening time for a motion to be heard concerning discovery.

7. Any party may terminate this stipulation by giving twenty-one (21) days notice of intent to terminate the stipulation.

8. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day.

SHORT TITLE:	CASE NUMBER:

The following parties stipulate:

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR PLAINTIFF)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION – EARLY ORGANIZATIONAL MEETING		CASE NUMBER:

This stipulation is intended to encourage cooperation among the parties at an early stage in the litigation and to assist the parties in efficient case resolution.

The parties agree that:

1. The parties commit to conduct an initial conference (in-person or via teleconference or via videoconference) within 15 days from the date this stipulation is signed, *to discuss and consider whether there can be agreement on the following*:

   a. Are motions to challenge the pleadings necessary? If the issue can be resolved by amendment as of right, or if the Court would allow leave to amend, could an amended complaint resolve most or all of the issues a demurrer might otherwise raise? If so, the parties agree to work through pleading issues so that a demurrer need only raise issues they cannot resolve. Is the issue that the defendant seeks to raise amenable to resolution on demurrer, or would some other type of motion be preferable? Could a voluntary targeted exchange of documents or information by any party cure an uncertainty in the pleadings?

   b. Initial mutual exchanges of documents at the "core" of the litigation. (For example, in an employment case, the employment records, personnel file and documents relating to the conduct in question could be considered "core." In a personal injury case, an incident or police report, medical records, and repair or maintenance records could be considered "core.");

   c. Exchange of names and contact information of witnesses;

   d. Any insurance agreement that may be available to satisfy part or all of a judgment, or to indemnify or reimburse for payments made to satisfy a judgment;

   e. Exchange of any other information that might be helpful to facilitate understanding, handling, or resolution of the case in a manner that preserves objections or privileges by agreement;

   f. Controlling issues of law that, if resolved early, will promote efficiency and economy in other phases of the case. Also, when and how such issues can be presented to the Court;

   g. Whether or when the case should be scheduled with a settlement officer, what discovery or court ruling on legal issues is reasonably required to make settlement discussions meaningful, and whether the parties wish to use a sitting judge or a private mediator or other options as

SHORT TITLE:	CASE NUMBER:

discussed in the "Alternative Dispute Resolution (ADR) Information Package" served with the complaint;

h. Computation of damages, including documents, not privileged or protected from disclosure, on which such computation is based;

i. Whether the case is suitable for the Expedited Jury Trial procedures (see information at www.lacourt.org under "*Civil*" and then under "*General Information*").

2. The time for a defending party to respond to a complaint or cross-complaint will be extended to _____ (INSERT DATE) for the complaint, and _____ (INSERT DATE) for the cross-complaint, which is comprised of the 30 days to respond under Government Code § 68616(b), and the 30 days permitted by Code of Civil Procedure section 1054(a), good cause having been found by the Civil Supervising Judge due to the case management benefits provided by this Stipulation. A copy of the General Order can be found at www.lacourt.org under "*Civil*", click on "*General Information*", then click on "*Voluntary Efficient Litigation Stipulations*".

3. The parties will prepare a joint report titled "Joint Status Report Pursuant to Initial Conference and Early Organizational Meeting Stipulation, and if desired, a proposed order summarizing results of their meet and confer and advising the Court of any way it may assist the parties' efficient conduct or resolution of the case. The parties shall attach the Joint Status Report to the Case Management Conference statement, and file the documents when the CMC statement is due.

4. References to "days" mean calendar days, unless otherwise noted. If the date for performing any act pursuant to this stipulation falls on a Saturday, Sunday or Court holiday, then the time for performing that act shall be extended to the next Court day

The following parties stipulate:

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR PLAINTIFF)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR DEFENDANT)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR DEFENDANT)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR DEFENDANT)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR _____)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR _____)

Date: _____
_____ (TYPE OR PRINT NAME) > _____ (ATTORNEY FOR _____)

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY	STATE BAR NUMBER	RESERVED FOR COURT FILE STAMP
TELEPHONE NO.: E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):	FAX NO. (Optional):	
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
INFORMAL DISCOVERY CONFERENCE (pursuant to the Discovery Resolution Stipulation of the parties)		CASE NUMBER:

1. This document relates to:

   ☐ Request for Informal Discovery Conference
   ☐ Answer to Request for Informal Discovery Conference

2. Deadline for Court to decide on Request: _____ (insert date 10 calendar days following filing of the Request).

3. Deadline for Court to hold Informal Discovery Conference: _____ (insert date 20 calendar days following filing of the Request).

4. **For a Request for Informal Discovery Conference, briefly describe the nature of the discovery dispute, including the facts and legal arguments at issue. For an Answer to Request for Informal Discovery Conference, briefly describe why the Court should deny the requested discovery, including the facts and legal arguments at issue.**

NAME AND ADDRESS OF ATTORNEY OR PARTY WITHOUT ATTORNEY:	STATE BAR NUMBER	Reserved for Clerk's File Stamp
TELEPHONE NO.: FAX NO. (Optional): E-MAIL ADDRESS (Optional): ATTORNEY FOR (Name):		
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES		
COURTHOUSE ADDRESS:		
PLAINTIFF:		
DEFENDANT:		
STIPULATION AND ORDER – MOTIONS IN LIMINE		CASE NUMBER

This stipulation is intended to provide fast and informal resolution of evidentiary issues through diligent efforts to define and discuss such issues and limit paperwork.

The parties agree that:

1. At least ____ days before the final status conference, each party will provide all other parties with a list containing a one paragraph explanation of each proposed motion in limine. Each one paragraph explanation must identify the substance of a single proposed motion in limine and the grounds for the proposed motion.

2. The parties thereafter will meet and confer, either in person or via teleconference or videoconference, concerning all proposed motions in limine. In that meet and confer, the parties will determine:

   a. Whether the parties can stipulate to any of the proposed motions. If the parties so stipulate, they may file a stipulation and proposed order with the Court.

   b. Whether any of the proposed motions can be briefed and submitted by means of a short joint statement of issues. For each motion which can be addressed by a short joint statement of issues, a short joint statement of issues must be filed with the Court 10 days prior to the final status conference. Each side's portion of the short joint statement of issues may not exceed three pages. The parties will meet and confer to agree on a date and manner for exchanging the parties' respective portions of the short joint statement of issues and the process for filing the short joint statement of issues.

3. All proposed motions in limine that are not either the subject of a stipulation or briefed via a short joint statement of issues will be briefed and filed in accordance with the California Rules of Court and the Los Angeles Superior Court Rules.

SHORT TITLE:	CASE NUMBER:

The following parties stipulate:

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR PLAINTIFF)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR DEFENDANT)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

Date:

_____
(TYPE OR PRINT NAME)

➤ _____
(ATTORNEY FOR _____)

THE COURT SO ORDERS.

Date: _____

_____
JUDICIAL OFFICER

Superior Court of California
County of Los Angeles

ALTERNATIVE DISPUTE RESOLUTION (ADR)
INFORMATION PACKET

The person who files a civil lawsuit (plaintiff) must include the ADR information Packet with the complaint when serving the defendant. Cross-complainants must serve the ADR Information Packet on any new parties named to the action together with the cross-complaint.

There are a number of ways to resolve civil disputes without having to sue someone. These alternatives to a lawsuit are known as alternative dispute resolution (ADR).

In ADR, trained, impartial persons decide disputes or help parties decide disputes themselves. These persons are called neutrals. For example, in mediations, the neutral is the mediator. Neutrals normally are chosen by the disputing parties or by the court. Neutrals can help resolve disputes without having to go to court.

LAADR 005 (Rev. 03/17)
LASC Adopted 10-03
Cal. Rules of Court, rule 3.221

Advantages of ADR

- Often faster than going to trial
- Often less expensive, saving the litigants court costs, attorney's fees and expert fees.
- May permit more participation, allowing parties to have more control over the outcome.
- Allows for flexibility in choice of ADR processes and resolution of the dispute.
- Fosters cooperation by allowing parties to work together with the neutral to resolve the dispute and mutually agree to remedy.
- There are fewer, if any, court appearances. Because ADR can be faster and save money, it can reduce stress.

Disadvantages of ADR - ADR may not be suitable for every dispute.

- If ADR is binding, the parties normally give up most court protections, including a decision by a judge or jury under formal rules of evidence and procedure, and review for legal error by an appellate court.
- ADR may not be effective if it takes place before the parties have sufficient information to resolve the dispute.
- The neutral may charge a fee for his or her services.
- If the dispute is not resolved through ADR, the parties may then have to face the usual and traditional costs of trial, such as attorney's fees and expert fees.

The Most Common Types of ADR

- **Mediation**

  In mediation, a neutral (the mediator) assists the parties in reaching a mutually acceptable resolution of their dispute. Unlike lawsuits or some other types of ADR, the parties, rather than the mediator, decide how the dispute is to be resolved.

  - **Mediation is particularly effective** when the parties have a continuing relationship, like neighbors or business people. Mediation is also very effective where personal feelings are getting in the way of a resolution. This is because mediation normally gives the parties a chance to express their feelings and find out how the other sees things.

  - **Mediation may not be effective** when one party is unwilling to cooperate or compromise or when one of the parties has a significant advantage in power over the other. Therefore, it may not be a good choice if the parties have a history of abuse or victimization.

- **Arbitration**

  In arbitration, a neutral person called an "arbitrator" hears arguments and evidence from each side and then decides the outcome of the dispute. Arbitration is typically less formal than a trial, and the rules of evidence may be relaxed. Arbitration may be either "binding" or "non-binding." Binding arbitration means the parties waive their right to a trial and agree to accept the arbitrator's decision as final. Non-binding arbitration means that the parties are free to request a trial if they reject the arbitrator's decision.

  Arbitration is best for cases where the parties want another person to decide the outcome of their dispute for them but would like to avoid the formality, time, and expense of a trial. It may also be appropriate for complex matters where the parties want a decision-maker who has training or experience in the subject matter of the dispute.

- **Mandatory Settlement Conference (MSC)**

  Settlement Conferences are appropriate in any case where settlement is an option. Mandatory Settlement Conferences are ordered by the Court and are often held near the date a case is set for trial. The parties and their attorneys meet with a judge who devotes his or her time exclusively to preside over the MSC. The judge does not make a decision in the case but assists the parties in evaluating the strengths and weaknesses of the case and in negotiating a settlement.

  The Los Angeles Superior Court Mandatory Settlement Conference (MSC) program is free of charge and staffed by experienced sitting civil judges who devote their time exclusively to presiding over MSCs. The judges participating in the Judicial MSC program and their locations are identified in the List of Settlement Officers found on the Los Angeles Superior Court website at http://www.lacourt.org/. This program is available in general jurisdiction cases with represented parties from Independent calendar (IC) and Central Civil West (CCW) courtrooms. In addition, on an ad hoc basis, personal injury cases may be referred to the program on the eve of trial by the personal injury master calendar courts in the Stanley Mosk Courthouse or the asbestos calendar court in CCW.

  In order to access the Los Angeles Superior Court MSC Program the Judge in the IC courtroom, the CCW Courtroom or the personal injury master calendar courtroom must refer the parties to the program. Further, all parties must complete the information requested in the Settlement Conference Intake Form and email the completed form to mscdept18@lacourt.org.

Additional Information

To locate a dispute resolution program or neutral in your community:

- Contact the California Department of Consumer Affairs (www.dca.ca.gov) Consumer Information Center toll free at 800-952-5210, or;
- Contact the local bar association (http://www.lacba.org/) or;
- Look in a telephone directory or search online for "mediators; or "arbitrators."

There may be a charge for services provided by private arbitrators and mediators.

A list of approved State Bar Approved Mandatory Fee Arbitration programs is available at

[redacted]

To request information about, or assistance with, dispute resolution, call the number listed below. Or you may call a Contract Provider agency directly. A list of current Contract Provider agencies in Los Angeles County is available at the link below.

[redacted]

County of Los Angeles Dispute Resolution Program
3175 West 6th Street, Room 406
Los Angeles, CA 90020-1798
TEL: (213) 738-2621
FAX: (213) 386-3995

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Global Warranty

Zenia Tate

August 16, 2017

Logout

INTERFACE WITH CUSTOMER

View Vehicle Build

This screen allows IVH users to view the initial build information on the selected VIN including option codes with descriptions (where available).

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Build

Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

Gross Vehicle Weight: 3,269

Order Number: SNMCW0

Build Date: 05/15/2015

Build Plant: G

Option Codes

*IVH is not the definitive source of GM Vehicle RPO information and is intended for service reference only. Should there be any questions about the vehicle's original build or RPO information please refer to the original vehicle invoice or window sticker.

1LT - SILVERADO LT EQUIPMENT GROUP:	1SZ - OPTION PACKAGE DISCOUNT
4AA - INTERIOR TRIM	6YB - COMPONENT FRT LH COMPUTER
7YB - COMPONENT FRT RH COMPUTER	8X2 - COMPONENT RR LH NON-COMPUTER
9X2 - COMPONENT RR RH NON-COMPUTER	A31 - POWER WINDOWS, DRIVER EXPRESS
A60 - LOCKING TAILGATE	A68 - SEAT 60/40 REAR FOLDING BENCH
AG1 - PWR SEAT ADJUSTER, DRIVER	AKO - GLASS, DEEP-TINTED
AL0 - AIRBAG SENSING SYSTEM, PASSENGER	AQQ - REMOTE KEYLESS ENTRY
AU3 - POWER DOOR LOCK SYSTEM	AXK - VEHICLE TYPE TRUCK
AY0 - AIRBAGS DRIVER AND FRONT PASS	AZ3 - SEATS, FRONT 40/20/40 BENCH
B1J - WHEELHOUSE LINERS, REAR	B30 - COLOR KEYED CARPET
B32 - FLOOR MATS, FRONT	B33 - FLOOR MATS, REAR
B86 - BODYSIDE MOLDINGS, BODY	BTV - REMOTE VEHICLE START
BWN - CORNERSTEP, REAR BUMPER	C49 - ELECTRIC REAR WINDOW DEFOGGER
C5Z - 7,200 LB GVW RATING	CJ2 - AIR CONDITIONING, DUAL ZONE

	CLIMATE CONTROL
D75 - DOOR HANDLES, BODY COLOR	DH6 - VISORS, DRIVER AND FRONT PASSENGER, LIGHTED
DL8 - POWER HEATED OUTSIDE MIRRORS	DP6 - MIRROR CAPS, BODY COLOR
E63 - PICK UP BOX	EF7 - COUNTRY CODE, U.S.A.
FHO - VEHICLE FUEL GASOLINE E10	G80 - AUTO LOCKING REAR DIFFERENTIAL
GAZ - SUMMIT WHITE	GU6 - REAR AXLE 3.42 RATIO
H0U - JET BLACK	I15 - ENGINEERING YEAR 2015
IO5 - CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH	JD9 - ANTILOCK BRAKES, 4 WHEEL DISC
JL1 - TRAILER BRAKE CONTROLLER	K34 - CRUISE CONTROL
KC4 - ENGINE OIL COOLING SYSTEM	KG4 - ALTERNATOR, 150 AMPS
KI4 - POWER OUTLET, 110-VOLT AC	KNP - TRANSMISSION OIL COOLER
L83 - ENGINE, 5.3L V8 ECOTEC3	MAH - MARKETING AREA NORTH AMERICA
MSL - SILAO, MEXICO PLANT	MYC - TRANSMISSION, 6 SPD AUTOMATIC
N37 - STEERING COLUMN, TILT & TELESCOPING	NP5 - LEATHER WRAP STEERING WHEEL
NQH - TRANSFER CASE 2-SPEED	NU5 - EMISSION SYSTEM CALIFORNIA
PDU - ALL STAR EDITION * TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL * PWR SEAT ADJUSTER, DRIVER * FRONT FOG LAMPS * AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL * STEERING COLUMN, TILT & TELESCOPING * REMOTE VEHICLE START * CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH * REAR VISION CAMERA * REAR WINDOW DEFROSTER * POWER OUTLET, 110-VOLT AC	PPA - EZ LIFT AND LOWER TAILGATE
QSS - TIRES, ALL SEASON	R4Y - TIRE BRAND-GOODYEAR
R9N - FORCE ON ALL VEHICLES FOR PRICING OF INTERIOR TRIM	RC4 - TIRE, SPARE 17" ALL SEASON BLACKWALL
RD4 - WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	RUF - WHEEL, 17" STEEL SPARE
SAF - SPARE TIRE LOCK	SLM - STOCK ORDERS
T3U - FRONT FOG LAMPS	TG5 - SINGLE-SLOT CD/MP3 PLAYER
U2K - SIRIUSXM + SERVICE SUBSCRIPTION SOLD SEPARATELY BY SIRIUSXM AFTER 3 MONTHS	U73 - ANTENNA - FIXED MAST
UDD - DRIVER INFO - COLOR DISPLAY	UE1 - ONSTAR
UJM - TIRE PRESSURE MONITOR SYSTEM (EXCL SPARE TIRE)	UK3 - STEERING WHEEL AUDIO CONTROLS
UMN - SPEEDOMETER, MILES & KILO, MILES FOR ODOMETER	UQ3 - ENHANCED AUDIO SPEAKERS
UTJ - THEFT DETERRENT SYSTEM	UVC - REAR VISION CAMERA
V46 - FRONT BUMPER, CHROME	V76 - RECOVERY

	HOOKS, FRONT
V8D - VEHICLE STATEMENT	VAV - FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)
VJH - BUMPER, REAR CHROME	VK3 - FRONT LICENSE PLATE BRACKET
VPZ - CHROME GRILLE	VRK - VAA/COMPONENT REL ROOF TRIM
VT7 - OWNERS MANUAL ENGLISH	VV4 - ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL
WMF - VIN MODEL YEAR 2015	X88 - CHEVROLET CONVERSION
XL7 - FREQUENCY RATING 315 MH	YE9 - TRIM PACKAGE
YF5 - 50-STATE EMISSIONS	YM8 - LPO PROCESSING OPTION
Z60 - SUSPENSION PACKAGE	Z82 - TRAILERING EQUIPMENT PKG INCL: AUTO LOCKING REAR DIFFERENTIAL
ZY1 - SOLID PAINT	

Added Option Codes

Vehicle has no current record of SAIO codes.

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INTERFACE WITH CUSTOMER

View Vehicle Component Summary

This screen allows IVH users to view the information on various major components added to the VIN selected during vehicle build.

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Vehicle Component

Component Code: 10-ENGINE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 11

Component Code: 35-STEERING COLUMN - SIR SYSTEM Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 01

Component Code: 61-TRANSMISSION Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 08

Component Code: 65-REAR AXLE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 02

Component Code: 86-ELECTRONIC CONTROL MODULE (ECM) Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: 87-BODY CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: 92-BRAKE PRESSURE MODULATOR VALVE ASSEMBLY Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 18

Component Code: AB-IR-MODULE ASM-INFLATOR Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 04

Component Code: AH-IR-SENSOR ASM-LEFT Traceability: AFE305006
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: AJ-IR-SENSOR ASM-RIGHT Traceability: A94B24B06
Source Plant: D-ALLIED SIGNAL BSRD Part / Number Broadcast: 8676
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: AL-IR-MODULE ASM-I/P Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: N/A Time Scanned: N/A Scan Station: 05

Component Code: AS-SENSING DIAGNOSTIC MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: BO-PASSENGER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: BP-DRIVER DOOR ELECTRONIC CONTROL MODULE Traceability:
Source Plant: - Part / Number Broadcast:
Date Scanned: 05/16/2015 Time Scanned: 03:26:00 Scan Station: DT

Component Code: CB-SEQ NUM (FLEX) BODY ASM Traceability: 1022907
Source Plant: - Part / Number Broadcast: 2ZZ
Date Scanned: 05/02/2015 Time Scanned: 05:30:00 Scan Station:

Component Code: CF-SEQ NUM (FLEX) PAINT PROCESS Traceability: 4443647
Source Plant: - Part / Number Broadcast: 2PP
Date Scanned: 05/15/2015 Time Scanned: 06:33:00 Scan Station:

Component Code: CP-SEQ NUM (FLEX) GEN ASM Traceability: 4442784
Source Plant: - Part / Number Broadcast: 2GA
Date Scanned: 05/15/2015 Time Scanned: 20:51:00 Scan Station:

Service Agent Installed Component

Vehicle has no current record of vehicle component.

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INTERFACE WITH CUSTOMER

View Vehicle Delivery Information

This screen allows IVH users to view the available information for the selected VIN delivered to the Service Agent and the ultimate customer. Not all sections will be populated for all VINs.

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Invoice Information

Invoicing Service Agent: 161741
LAKE CHEVROLET
31201 AUTO CENTER DRIVE
LAKE ELSINORE CA 92530-4529 9516743116

Invoice Date: 05/18/2015

Ship to Information

Ship to Service Agent: 161741
LAKE CHEVROLET
31201 AUTO CENTER DRIVE
LAKE ELSINORE CA 92530-4529 9516743116

Ship to Date: N/A

Delivery Information

Delivery Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739 3103780211

. Delivery Date: 06/20/2015
Delivery Type: 010---INDIVIDUAL
Delivery Odometer: 96

In Service Information

Invoicing Service Agent:

In Service Date: N/A
In Service Type: 0000
In Service Odometer: 0

Registration Information

Registration Service Agent: N/A

Registration Date: N/A
Registration Number: N/A
Registration Odometer: 0

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INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0409	Engineering Information - Steering Jerks, Kicks Back or Locks Up	05/02/2017
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y OnStar Status: Active

XM Equipped: Y XM Radio ID: BQY4E38H XM Status: Active

OnStar Vehicle Diagnostics: Y DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2018	50,096 MI

[redacted]

Corrosion Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2021	100,096 MI
Powertrain Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2020	100,096 MI
Emission Select Component Ltd Wty	06/29/2015	06/20/2015	96 MI	06/20/2023	80,096 MI
Emission Select State Component Ltd Wty	06/29/2015	06/20/2015	96 MI	06/20/2022	70,096 MI
Chevrolet 2 Year Scheduled Maintenance	06/29/2015	06/20/2015	96 MI	06/20/2017	24,096 MI
Bumper to Bumper Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2018	36,096 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
05/31/2017	513067	ZREG----Regular Vehicle Transaction		5410030 - Body Control Module Replacement	67,846 MI
05/08/2017	511666	ZREG----Regular Vehicle Transaction		5430190 - Instrument Panel Wiring Harness Junction Block Replacement	66,544 MI
02/22/2017	507142	ZREG----Regular Vehicle Transaction		5430010 - Body Ground Stud or Nut Repair or Replacement	60,710 MI
10/27/2016	209827	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	49,106 MI
12/22/2015	481343	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	19,003 MI
09/17/2015	475992	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	9,207 MI
05/20/2015	A83495	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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View Vehicle Transaction History Detail

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

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB
Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
Order Type: 70 - RETAIL - STOCK
Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 05/31/2017 **Job Card Number:** 513067 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 67,846 MI
Authorization Code: A

Process Date:
08/08/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Policy
Customer Complaint Code:
0590-Features/Controls/Displays - Other issues
Job Card Line #: 1 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication
Labour Op 5410030-Body Control Module Replacement
Causal Part Number 00000000013587704-MODULE ASM-BODY CONT
→See other Parts and/or Net Items
Line Total: USD 350.76

Job Card Date: 05/08/2017 **Job Card Number:** 511666 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 66,544 MI
Authorization Code: A

Process Date:
06/05/2017
Transaction Type:
ZREG----Regular Vehicle Transaction
Transaction Expense Category:
Policy
Customer Complaint Code:
0590-Features/Controls/Displays - Other issues
Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation
Labour Op 5430190-Instrument Panel Wiring Harness Junction Block Replacement
Causal Part Number
→See other Parts and/or Net Items
Line Total: USD 314.28

Job Card Date: 02/22/2017 **Job Card Number:** 507142 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 60,710 MI
Authorization Code: A7E4

Process Date:
03/23/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 5430010-Body Ground Stud or Nut Repair or Replacement

Causal Part Number

Line Total: USD 378.79

Job Card Date: 10/27/2016 **Job Card Number:** 209827 **Transaction Detail**

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

Odometer Reading: 49,106 MI
Authorization Code:

Process Date:
10/31/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 34.25

Job Card Date: 12/22/2015 **Job Card Number:** 481343 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 19,003 MI
Authorization Code:

Process Date:
12/28/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

[redacted]

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 50.00

Job Card Date: 09/17/2015 **Job Card Number:** 475992 **Transaction Detail**

Repair Service Agent: 173025 Odometer Reading: 9,207 MI

MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Authorization Code:

Process Date:
09/24/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 50.00

Job Card Date: 05/20/2015 **Job Card Number:** A83495 **Transaction Detail**

Repair Service Agent: 161741 Odometer Reading: 1 MI

LAKE CHEVROLET
31201 AUTO CENTER DRIVE
LAKE ELSINORE CA 92530-4529
9516743116

Authorization Code:

Process Date:
05/20/2015

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 137.55

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PE18-012

GM

3-27-2019

Q3



July 15, 2017

John Weber, Esq.
The Bickel Law Firm
701 B Street, Ste 1200
San Diego, CA 92101

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCUKREC4FG[redacted]
Customer Relationship Specialist: Zenia

Dear Mr. Weber:

This is to advise that General Motors is in receipt of the above referenced case dated 7/11/2017. 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: All repair orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

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

Sincerely,

General Motors

cc: Amy Sjolander
Ruben & Sjolander

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

LG0006
V08172010

PE18-012

GM

3-27-2019

Q3



August 16, 2017

Amy Sjolander, Esq.
Ruben & Sjolander LLP
20750 Ventura Blvd Ste 101
Woodland Hills, CA 91364

RE: [redacted] v. General Motors
Service Request: [redacted]
GM Legal Staff Case: [redacted]
2015 Chevrolet Silverado 1500
Vehicle Identification Number: 3GCUKREC4FG[redacted]
Customer Relationship Specialist: Zenia

Dear Mrs. Sjolander:

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

In case you need to contact the designated Field Representative, their names are Evert DeWyn at PH: 702-280-5842 and Paul Wasko at PH: 805-217-2835.

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

PE18-012

GM

3-27-2019

Q3



ERSKINE
LAW

ATTORNEYS:

ZABBIA ALHOLOU
MARY ARENS*
MARGARET BOWERS
MARGARET ERSKINE
SCOTT ERSKINE++
STEPHEN GOODRICH
CATHERINE MILLER
KENNETH MILLER
SEAN MORRISSEY*
JEREMY NOWLAND
MICHAEL OHLY
NICK RICE
JONATHAN SHUGART+
MELISSA TRPCEVSKI++
ABIGAIL WRIGHT
NATALIE PRIEST YAW

LEGAL ASSISTANTS:

CLAIRE FERRER
STACIE FILLO
KAYE FRYE
BETH MUMA
VICKI NIKOLLAJ
DORIAN PHIPPS
ALEX ROTH
LAURIE STARR
TERRY WOLF

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F. 949-830-3000
www.erskinelawgroup.com

Mary Lynn Arens
direct dial: 949-777-6032
e-mail: marens@erskinelaw.com

March 29, 2018

VIA EMAIL

Rocky Farias
GENERAL MOTORS LLC

RE: [redacted]*s General Motors LLC*
Los Angeles County Superior Court
Case No: [redacted]
Vehicle: 2015 Chevrolet Silverado
VIN#: 3GCUKREC4FG[redacted]
GM Legal File No: [redacted]

Dear Mr. Farias:

Please be advised that the above-referenced matter has settled for a total of $37,460.95, including attorneys' fees and costs. At your earliest convenience, please forward General Motors' settlement draft as follows:

1. A check in the amount of $32,010.82 made payable to '[redacted] and The Bickel Law Firm, Inc. Trust Account". This check will be used to reimburse plaintiff's down payment, monthly payments and plaintiff's attorney's fees and costs. The Bickel Law Firm, Inc. Federal Tax Identification Number [redacted]

2. A check in the amount of $5,450.13 made payable to "TD Auto Finance". This check will be used to pay off Plaintiff's loan to obtain clear title. The account number is [redacted] the payoff is good through February 8, 2018 and the per diem is $0.56 daily. Please forward the check to TD Bank Lockbox, TD Auto Finance-16039,

Mailstop ME2-074-017, 6 Atlantis Way, Lewiston, ME 04240
ATTN: Loan Payoff Department.

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

Very truly yours,

[redacted]

Mary Lynn Arens

Enclosures:

1. Check Approval Form
2. Signed Release Agreement
3. Settlement Confirmation Letter
4. Repurchase Worksheet
5. Payoff
6. Registration
7. Purchase Contract
8. Warranty History
9. Invoice (BARS)
10. Supporting Repair Orders

ENCLOSURE 1

GM RDC BRCW

Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: Daena Gutierrez 949-777-6032 dgutierrez@erskinelaw.com
Created Date: 03/29/2018

Vehicle Info

*VIN:	3GCUKREC4FG[redacted]	MSRP:	46735.0	*TAC #:	Not provided
Year:	2015	Make:	Chevrolet	Model:	Silverado

Vehicle Comments & TAC Explanation:
Replaced the K9 Body Control Module for this intermittent concern. The session log reveled that there are two codes set BCM-C0750.29 and EBCM U0422.71. Based on these codes the BCM be replaced an

Original Purchase Date: 06/20/2015
*** Repurchase Mileage:** 76130
*** Original Purchase Condition:** New

Vehicle Owner(s)

Entity Type [redacted]
*** Names(s) on Title:**
*** Primary Owner:**
*** Address**
*** City**
*** Day Phone:**
*** E-mail:**
*** Title State:** CA
*** State** [redacted]
*** ZIP Code:** [redacted]
*** Home Phone:**
*** Cell Phone:**
*** Fax Phone:**

*** Reason Repurchase** Break pedal pops up and locks

UCC Codes (H5004) Brakes - Pedal and Linkage - Inoperative

Repurchasing Dealer: -

* Dealer #:	173025	Dealer Name:	MARTIN CHEVROLET		
Region:	10	District:	1114		
* Phone:	(310) 378-0211	Fax:	(310) 698-5604		
* Contact Name:	Anthony Giacomin	* Contact Title:	Owner Operator	E-Mail:	

Repair

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

Vehicle Location: -

Customer's Attorney

Legal Case Ref. #: [redacted]

Firm Name:	The Bickel Law Firm, Inc.	Contact:	Stephanie S. Pengilley		
Address:	701 B Street, Suite 1200				
City:	San Diego	State:	CA	Zip Code:	92101
Phone:	(619) 374-4100	Fax:		E-mail:	

Local Counsel

Firm Name:	163909 - Erskine Law Gro..	Contact Person:	Daena Gutierrez		
Address:	3995 E. La Palma Ave.				
City:	Anaheim	State:	CA	Zip Code:	92807
Phone:	949-777-6032	Fax:	949-916-1162	E-mail:	

GM BRCW

Reacquired Vehicle Disclosure Center

Case Number: [redacted]
Originator Name: Daena Gutierrez 949-777-6032 dgutierrez@erskinelaw.com
Created Date: 03/29/2018

Vehicle Lien Holder

Type of Secured Interest:	Standard Lien	*** Company:**	TD Auto Finance	**Account #:**	[redacted]
Payoff Amount:	5450.13	**Per Diem:**	0.0	**Payoff Date:**	2018-02-08
Contact or Attention:	Loan Payoff Department	**Address**	Mailstop ME2-074-017, 8 ..		
City	Lewiston	**State**	ME	**ZIP Code:**	04240
Day Phone:	(800) 556-8172	**Fax:**		**E-mail:**	

Transaction Details

Siebel Request #:	[redacted]	*** Disposition:**	Auction	**Trans. State:**	CA
*** Trans. Type:**	Straight	**Trans. Source:**	Lcl Counsel - Lawsuit - Vol or Mediated		
Compliance Type:		**Compliance Date:**			
*** Closing Date:**	2018-04-05	**Money to Dealer:**	0.0	**Money to Manuf.:**	0.0

Repurchase Vehicle

Replacement VIN:

Disposition:

*** Processing Instructions:** Please send surrender documents to the dealership and check to Daena Gutierrez at Erskine Law

Disbursement(s)

Payment Type	TIN	Payee	Payee Line 2	Amount
Joint Customer/Attorney Repurchase	****-3828	[redacted]	The Bickel Law Firm, Inc.	32010.82
Lien Payoff				5450.13

ENCLOSURE 2

SETTLEMENT AGREEMENT AND RELEASE OF ALL CLAIMS

This Settlement Agreement and Release of All Claims (hereinafter the "Agreement") is made and effective as of March 6, 2018 by, between, and among [redacted] as plaintiff ("plaintiff") and GENERAL MOTORS LLC and GENERAL MOTORS COMPANY as defendants ("defendants"). Hereinafter, plaintiffs and defendants may be referred to collectively as the "parties" or individually as a "party." This Agreement is made and entered into with reference to the following facts:

a. On or about June 20, 2015, plaintiff purchased a 2015 Chevrolet Silverado, VIN 3GCUKREC4FG[redacted] (hereinafter "the subject vehicle"). Plaintiffs have alleged various malfunctions of the subject vehicle including defects in materials and workmanship.

b. There is pending in the Superior Court of the State of California, for the County of Los Angeles, Case No. [redacted] initiated by the plaintiff against defendants (the "lawsuit").

c. The parties enter into this Agreement to settle all disputes, claims and actions arising out of or relating to the purchase, sale, lease, repair, manufacture, maintenance and/or other damage or matter relating to the subject vehicle, and/or any other actions, conduct, omissions, or events alleged in the lawsuit.

d. Without admitting any liability or wrongdoing whatsoever, the parties wish to settle and compromise all claims, disagreements and disputes arising out of the above facts and the allegations in the lawsuit.

NOW, THEREFORE, in consideration of the mutual promises contained herein, and for other good and valuable consideration, the receipt of which is hereby acknowledged, the parties agree as follows:

1. Recitals

The recitals set forth in paragraphs a through d above are incorporated into this Agreement by reference.

2. Closing

A closing of this Agreement shall occur as soon as practicable at which time all documents and items to be exchanged to effectuate the purposes of this Agreement, including payment of settlement proceeds to the plaintiffs and return of the subject vehicle to General Motors LLC, shall be tendered. Closing shall take place at a mutually convenient place and time to be arranged by counsel for General Motors LLC as soon as counsel for defendants receives notice that all documents and items necessary to effectuate the purposes of this

Agreement have been executed and are ready to be exchanged. Defendants shall use their best efforts to effectuate the closing within 30 days after this Agreement is fully executed. Defendants shall not be held liable for acts beyond the defendants' control which cause delay in exchanging the settlement proceeds and effectuating the closing. Documents and items necessary to close this Agreement include, but are not limited to, the following:

a. From the Plaintiff:

(i) The subject vehicle in salable condition and with unexpired registration or valid Certification of Planned Non-operation, as defined in paragraph 4a herein;

(ii) The clear certificate of title to the subject vehicle or such other documentation as provided in paragraph 4b; and

(iii) A request for dismissal with prejudice of the entire lawsuit as against all defendants executed by counsel for plaintiff.

b. From Defendant, General Motors LLC:

(i) A check in the amount of Thirty-Two Thousand Ten Dollars and 82/100 Cents ($32,010.82) made payable to plaintiff and their attorney.

(ii) A second check in the amount of Five Thousand, Four Hundred Fifty Dollars and 13/100 cents ($5,450.13) made payable to TD Auto Finance in full satisfaction of Plaintiff's loan balance. Any overage/overpayment with be refunded to Plaintiff.

Before closing each party shall execute and deliver this Agreement (or a counterpart of this Agreement as provided in paragraph 9 herein) to counsel for General Motors LLC.

3. Consideration to Plaintiff

In consideration for plaintiff's agreement herein, General Motors LLC agrees to deliver to plaintiffs, at closing, the following consideration:

a. Defendants' delivery of settlement check

Defendants shall deliver to plaintiffs' attorney, at closing, a check in the amount of Thirty-Two Thousand Ten Dollars and 82/100 Cents ($32,010.82)) made payable to plaintiff and their attorney.

4. Consideration to Defendants

In consideration for defendants' agreement herein, plaintiff shall release all defendants from all claims as provided in paragraph 5 herein and shall deliver to General Motors LLC at or before closing the following:

a. Plaintiff's surrender of the subject vehicle in salable condition

Plaintiff shall surrender the subject vehicle to General Motors LLC at closing. The surrender shall occur at a mutually agreeable location.

Plaintiff shall surrender the subject vehicle currently registered except as follows. If the subject vehicle's registration has expired, plaintiffs may surrender the vehicle with a DMV Certificate of Planned Non-Operation. This Certificate shall have been executed before the vehicle's last registration expired. It shall cover the period from registration expiration to surrender.

Plaintiff shall deliver to General Motors LLC, at closing, the subject vehicle in salable condition. At closing, the subject vehicle will be inspected by the defendants to determine whether it is in salable condition. As used herein, "in salable condition" means the vehicle is clean, in good working order with all originally invoiced options and accessories intact, and free from any existing collision damage, or other non-conformities, but does not include normal wear and tear or such non-conformities as are alleged to exist in the lawsuit. In the event the inspection of the subject vehicle reveals that it is not in acceptable condition, plaintiffs shall pay to General Motors LLC prior to closing the reasonable costs of repair as necessary to make the vehicle in salable condition. All payments by plaintiffs to General Motors LLC due under this paragraph shall be delivered at or before closing.

b. Plaintiff's delivery of title to the subject vehicle to defendants

Plaintiff shall deliver the certificate of title to the subject vehicle free and clear of all liens and encumbrances to General Motors LLC at or before closing. In the event the subject vehicle serves as collateral for an existing loan to plaintiffs, plaintiffs shall, prior to closing, execute all documents necessary to allow defendants to take possession of the clear certificate of title to the subject vehicle at closing.

c. Plaintiff's dismissal of all claims against defendants

Plaintiff shall file a Request for Dismissal with prejudice of the entire lawsuit as against all defendants forthwith upon receipt of the checks referred to above and confirmation that their loan balance with Ally Financial has been paid in full.

5. Plaintiff's Full Release of All Claims Against Defendants

As additional consideration paid to defendants for entering into this Agreement, plaintiff do hereby fully and forever remise, release and discharge defendants, as well as their predecessors, successors, parent corporations, subsidiaries, affiliates, dealers, directors, officers, partners, heirs, executors, administrators, attorneys, agents, employees and assigns, and each of them, from any and all claims, demands, rights and causes of action of whatsoever kind and nature, whether known or unknown, accrued and not yet accrued, that plaintiffs may now have, or may ever obtain, arising out of or in any way related to plaintiffs' purchase, sale, lease, repair, operation, maintenance and/or other damage or matter relating to the subject vehicle, and/or the actions, conduct or omissions, or events alleged in the lawsuit.

6. Disclaimer of Liability

It is understood and agreed that this Agreement and settlement is a compromise of doubtful and disputed claims, and that neither the payment of the sums specified above, nor the negotiation of this Agreement shall be considered an admission of liability whatsoever by any party to this Agreement. It is understood that the defendants have denied, and presently deny, the allegations of the lawsuit and that no past or present wrongdoing on the part of the defendants shall be implied from any payments, negotiations, or entry into this Agreement.

7. Hold Harmless

In consideration of the payments called for herein, plaintiffs further covenant and agree on their own behalf and on behalf of their successors, assigns, representatives, heirs, administrators and executors that they will not, at any time hereafter, commence, maintain or prosecute any action or serve any claim against defendants, or their agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries for damages, losses, liens or other damages or losses of any kind or amount arising out of or in any way related to plaintiffs' purchase, sale, lease, repair, manufacture, maintenance, operation and/or other damages relating to the subject vehicle referenced in the lawsuit.

Plaintiff further agrees to release, discharge and hold harmless, on their own behalf and on behalf of their successors, assigns, representatives, heirs, administrators and executors, defendants and their agents, dealers, representatives, affiliates, directors, officers, partners, attorneys, administrators, executors, successors, servants, employees, parent corporations or subsidiaries from any and all past, present or future claims, demands, obligations, actions, causes of action, damages, costs, attorney's fees or any other expense or costs of any nature arising in any manner out of or in any way related to plaintiffs' purchase, sale, lease, repair, operation, maintenance and/or other damage relating to the subject vehicle referenced in the lawsuit.

8. Representation of Comprehension of Document

In entering into this Agreement, each of the parties hereto represents that they have

read the contents of this Agreement, that the terms contained herein have been fully explained to them by their attorneys, and that those terms are fully understood and voluntarily accepted by them, that they have relied upon legal advice of their respective attorneys, who are the attorneys of their own choosing, and hereafter no such party shall deny the validity of this Agreement on the ground that it did not have advice of counsel.

9. Miscellaneous Provisions

a. This Agreement shall be binding upon, and inure to the benefit of, the executors, administrators, heirs, assigns and successors of each party hereto.

b. Each party to this Agreement warrants and represents that they are fully and properly authorized to enter into this Agreement and that all necessary corporate, administrative, or governmental approvals have been obtained prior to execution of this Agreement.

c. The parties shall promptly execute any and all further or additional instruments and will perform any acts which may become necessary in order to effectuate and carry out the purposes of this Agreement.

d. Neither any failure nor any delay on the part of any party in exercising any right hereunder shall operate as a waiver thereof, nor shall any single or partial exercise of any right hereunder preclude any other or further exercise thereof or the exercise of any right.

e. This Agreement constitutes the entire agreement of compromise and settlement between the parties. This Agreement shall not be altered or amended except by a writing signed by the party or parties to be charged with such alteration or amendment.

f. This Agreement is being executed and delivered, and is intended to be performed, in the State of California, and to the extent permitted by law, the execution, validity, construction and performance of this Agreement shall be construed and enforced in accordance with the laws of this State. This Agreement shall be deemed made and entered in Los Angeles County.

g. This Agreement shall not be construed against any party on the basis that party's attorney drafted this Agreement.

IN WITNESS THEREOF, eac[redacted]ement Agreement and Release of All Claims.

Dated: March 6, 18

[redacted]

[redacted]. GM: [redacted]

[redacted]

PPROVED AS TO FORM AND CONT

Dated: March 6, 2018

Step
Attorney for

[redacted]

ENCLOSURE 3

ERSKINE
LAW

ATTORNEYS:

ZABBIA ALHOLOU
MARY ARENS*
MARGARET BOWERS
MARGARET ERSKINE
SCOTT ERSKINE++
STEPHEN GOODRICH
CATHERINE MILLER
KENNETH MILLER
SEAN MORRISSEY*
JEREMY NOWLAND
MICHAEL OHLY
NICK RICE
JONATHAN SHUGART+
MELISSA TRPCEVSKI++
ABIGAIL WRIGHT
NATALIE PRIEST YAW

LEGAL ASSISTANTS:

CLAIRE FERRER
STACIE FILLO
KAYE FRYE
BETH MUMA
VICKI NIKOLLAJ
DORIAN PHIPPS
ALEX ROTH
LAURIE STARR
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Mary Lynn Arens
direct dial: 949-777-6032
e-mail: marens@erskinelawgroup.com

March 28, 2018

VIA EMAIL

Rocky Farias
GENERAL MOTORS LLC

RE: [redacted] *vs General Motors LLC*
Los Angeles County Superior Court
Case No: [redacted]
Vehicle: 2015 Chevrolet Silverado
VIN#: 3GCUKREC4FG[redacted]
GM Legal File No: [redacted]

Dear The Bickel Law Firm:

This letter shall confirm the settlement of this matter, which was agreed to on February 6, 2018 with defendants. The settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by defendants, in exchange for the return of the subject vehicle free and clear of all liens and encumbrances and the dismissal of the entire action, with prejudice:

Total Paid	$48,893.90
Includes Sales Tax: $3554.70	
Mileage Offset:	[$21,466.55]
Additional Settlement Payment:	$0.00
Attorneys' Fees /Costs:	$10,000.00
	$ 37,427.35

Defendants have already begun processing the settlement checks and I expect to receive them in our offices shortly. All the documents necessary to conclude the settlement of this matter have already been

forwarded to you. Please sign and fax this page back to our offices so that we may complete the check processing.

[redacted]

Mary Lynn Arens

Law Offices of John Jacobs
Attorney for Plaintiff

ENCLOSURE 4

STRAIGHT-PAYMENT-LEASE REPURCHASE WORKSHEET - BRC COMMON

File Number [redacted]

Customer Name [redacted]

Worksheet Filled Out By
Daena Gutierrez

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

Vehicle VIN
3GCUKREC4FG[redacted]

Date
Thursday, March 29, 2018

USAGE FORMULAS		STRAIGHT REPURCHASE - BASE		PAYMENT (CA, FL & WV) OR LEASE REPURCHASE	
To calculate usage:		1 Base Price	$0.00	1 Down Pmt / Cap Cost Reduction	$0.00
Use ONLY one of the 4 methods in this column or follow applicable lemon law formula for your state		2 Conversion / Upfit cost	$0.00	2 Pmts (includes 1st month if lease)	$47,727.37
		3 Reg./Lic./Title Fees	$0.00	3 Reg/Lic/Title Fees (leases only)	$0.00
		4 State Fees	$0.00	4 Tax (leases only)	$0.00
A. USAGE USING L.L. FORMULA		5 Aftermarket Items	$0.00	5 Aftermarket Items	$0.00
Base Price/Total Repurch Price	$0.00	6 Sales Tax	$0.00	6 Other-Additional Settlement *	$0.00
Mileage	0	7 Finance Charges	$0.00	7 Other-Explain	$0.00
Denominator	100,000	8 GMPP (* only for WI)	$0.00	8 Other-Explain	$0.00
Usage	$0.00	9 Other-Explain	$0.00	9 Other-Explain	$0.00
		10 **Total Purchase Price**	$0.00	10 **Total Additions**	$47,727.37
B. USAGE - NEGOTIATED	$0.00	11		11	
		12 * **Usage/Depreciation**	$0.00	12 * **Usage/Depreciation**	$0.00
		13 Damage	$0.00	13 Damage	$0.00
C. USAGE USING CENTS/MILE		14 Late charges	$0.00	14 Late charges	$0.00
Mileage	0	15 Over-Allowance	$0.00	15 Over-Allowance	$0.00
Cents per mile	$0.000	16 Negative Equity	$0.00	16 Negative Equity	$0.00
Usage	$0.00	17 Incentives	$0.00	17 Incentives	$4,250.00
		18 Other-Explain	$0.00	18 Service Contract	$0.00
		19 Other-Explain	$0.00	19 Incidental Damages	$0.00
D. USAGE-CALIFORNIA ONLY		20 Other-Explain	$0.00	20 Gap Insurance	$0.00
Base price section-Used when **NOT** financed.		21 Other-Explain	$0.00	21 Over Mileage Penalty	$21,466.55
"Actual Price Paid" (Base)	$0.00	22 **Total Deductions**	$0.00	22 **Total Deductions**	$25,716.55
Mileage	0	23		23	
Usage	$0.00	24 **Repurchase Subtotal**	$0.00	24 **Total Refund to Customer**	$22,010.82
OR		25 Loan Payoff good thru xx/xx/xx	$0.00	25 Dlr Buyout (lease) or Loan Payoff	$5,450.13
Payment/Lease-Used when financed.		26 **Total Refund to Customer**	$0.00	26 (GMAC=DL quote) good thru 02/17/2018	
"Actual Price Paid" (Pmt/Lease)	$52,255.04	27 Attorney's Fees	$0.00	27 Attorney's Fees	$10,000.00
Mileage		28 **Total Repurchase**	$0.00	28 **Total Repurchase**	$37,460.95
Any ext service contract (CA only)		29 Edmunds (Legal Only)	$0.00	29 Edmunds (Legal Only)	$0.00
Usage	$0.00	30 **Estimated Auction Value**	$0.00	30 **Estimated Auction Value**	$0.00
		31 **Projected Loss**	$0.00	31 **Projected Loss**	$

PURCHASE PRICE (before t/t/t)	$ -	TRADE ALLOWANCE	$ -	PURCHASE PRICE	$ -
MSRP (FROM BARS INVOICE)	$ -	PAYOFF OF TRADE	$ -	INCENTIVE* (from BARS)	$ -
DIFFERENCE	$ -	DIFFERENCE	$ -	OVERALLOWANCE	$ -
If positive look for over allowance		If negative=negative equity		ACTUAL PRICE	$ -
		TRADE ALLOWANCE	$ -		
		ACV OF TRADE	$ -	Do not include fuel fill credit	
Authorized Signature	Date	DIFFERENCE	$ -	Include GM card points	
		ACV=actual cash value		Form Rev. 03/04/2016	

ENCLOSURE 5

TD Auto Finance

January 29, 2018

[redacted]

RE: Account Number: [redacted]

YEAR	MAKE	MODEL	VEHICLE IDENTIFICATION NUMBER
2015	CHEVROLET	SILVERADO 1500	3GCUKREC4FG[redacted]

Here is the Amount Needed to Pay Your Account in Full

Dear [redacted]

At TD Auto Finance, we value you as a customer and we are committed to keeping you informed about matters affecting your account. As you requested, below is the amount needed to pay your account in full and close your account.

Current Balance:	$ 5,230.96
PLUS Finance Charges to Date:	$ 185.57
PLUS Late Charges:	$
PLUS	$
PLUS	$
LESS	$
LESS	$
TOTAL Amount Needed to Close Your Account	**$ 5,416.53**

The total amount is effective until 02/08/2018. After this date, finance charge will increase by $0.56 per day. Please note, the daily finance charge may change if there are debits or credits to the account.

Need Your Title Right Away?

The fastest way to get the closing documents you need to get your title is to send us a certified check or cashier's check for the total amount above. You can expect to receive your closing documents within 7 - 10 days of your account closing. If you send a personal check, you should expect to get the closing documents within 30 days. To prevent delays, please include your account number on the check and indicate the address to send your closing documents. Mail your check to our secure lockbox address:

Overnight Mail
TD Bank Lockbox
TD Auto Finance - 16039
Mailstop ME2-074-017
6 Atlantis Way
Lewiston, ME 04240

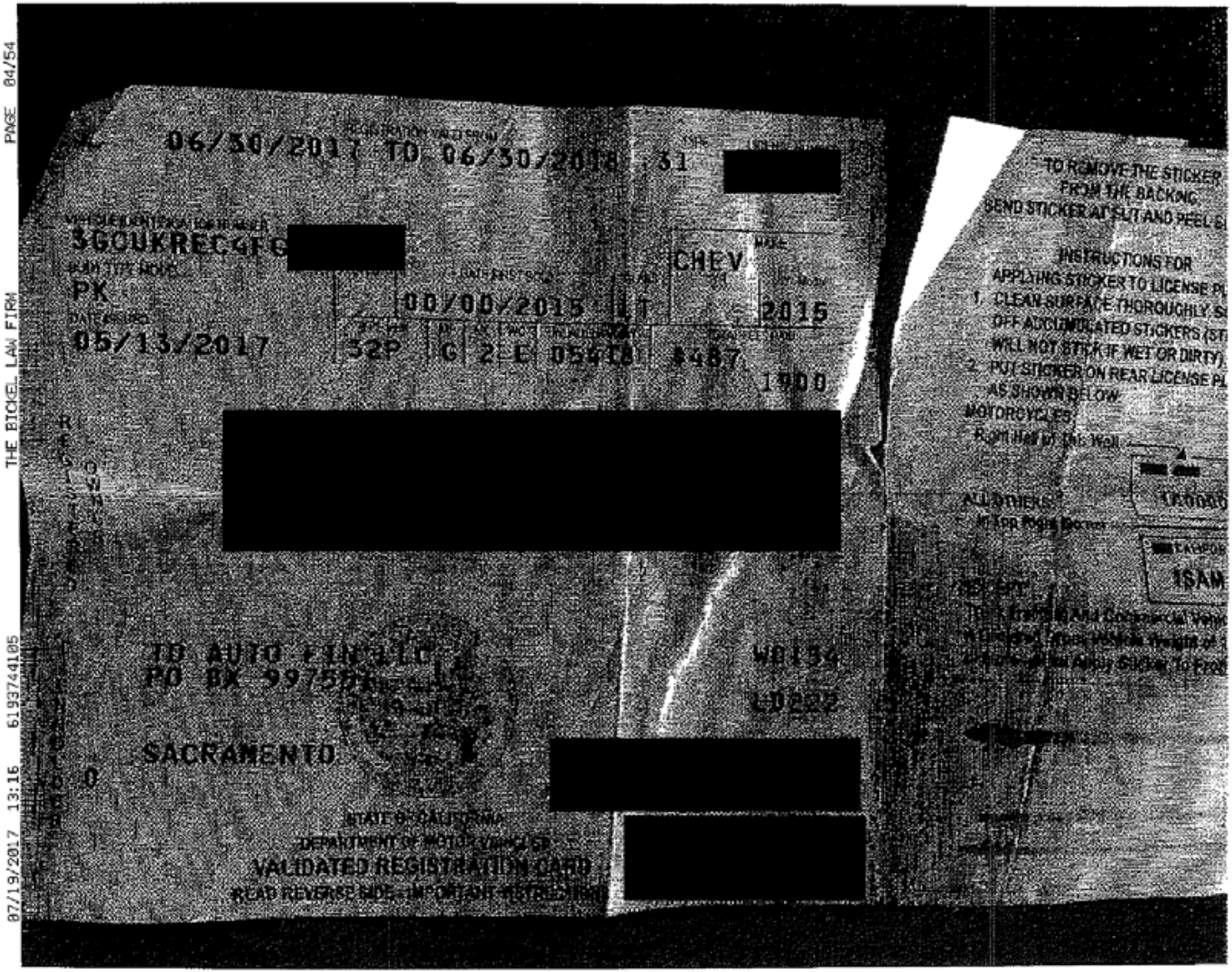
Regular Mail
TD Auto Finance
PO Box 16039
Lewiston, ME 04243-9520

If you have any questions or need clarification, you can reach us at (800) 556-8172 from 7:00 AM to 9:00 PM Monday through Friday and Saturday 8:00 AM to 6:00 PM Central Time, or visit the FAQ section of our website 24 hours a day at tdautofinance.com.

Once again, we value your business and thank you for giving us the opportunity to finance your vehicle. Please consider us for your future auto financing needs.

ENCLOSURE 6

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THE BICKEL LAW FIRM
07/19/2017 13:16 6193744105



ENCLOSURE 7

RETAIL INSTALLMENT SALE CONTRACT – SIMPLE FINANCE CHARGE
(WITH ARBITRATION PROVISION)

Dealer Number [redacted] Contract Number [redacted] R.O.S. Number [redacted] Stock Number [redacted]

[redacted]	Co-Buyer Name and Address (Including County and Zip Code)	Seller-Creditor (Name and Address) MARTIN CHEVROLET 23505 HAWTHORNE BLVD TORRANCE CA 90505

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

New / Used	Year	Make and Model	Odometer	Vehicle Identification Number	Primary Use For Which Purchased
	2015	CHEVROLET SILVERADO 15	97	3GCUKREC4F[redacted]	Personal, family or household unless otherwise indicated below. ☐ business or commercial.

FEDERAL TRUTH-IN-LENDING DISCLOSURES

ANNUAL PERCENTAGE RATE The cost of your credit as a yearly rate.	FINANCE CHARGE The dollar amount the credit will cost you.	Amount Financed The amount of credit provided to you or on your behalf.	Total of Payments The amount you will have paid after you have made all payments as scheduled.	Total Sale Price The total cost of your purchase on credit, including your down payment of $ 7250.00
%	$ [illegible] (e)	$ 40000.46	$ 45815.04 (e)	$ 52235.04 (e)

(e) means an estimate

YOUR PAYMENT SCHEDULE WILL BE:

Number of Payments	Amount of Payments	When Payments Are Due
One Payment of	N/A	N/A
One Payment of	N/A	N/A
One Payment of	N/A	N/A
	625.07	Monthly beginning 08/04/2015
	N/A	N/A
One final payment	625.07	07/04/2021

Late Charge. If payment is not received in full within 10 days after it is due, you will pay a late charge of 5% of the part of the payment that is late.
Prepayment. If you pay off all your debt early, you may be charged a minimum finance charge.
Security Interest. You are giving a security interest in the vehicle being purchased.
Additional Information: See this contract for more information including information about nonpayment, default, any required repayment in full before the scheduled date, minimum finance charges, and security interest.

ITEMIZATION OF THE AMOUNT FINANCED (Seller may keep part of the amounts paid to others.)

1. Total Cash Price		$ 42750.00 (A)
A. Cash Price of Motor Vehicle and Accessories		$ 42750.00
1. Cash Price Vehicle		$ N/A
2. Cash Price Accessories		
3. Other (Nontaxable) Describe N/A		$ N/A
Describe N/A		$ N/A
B. Document Processing Charge (not a governmental fee)		$ 80.00 (B)
C. Emissions Testing Charge (not a governmental fee) N/A		$ N/A (C)
D. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (D)
E. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (E)
F. (Optional) Theft Deterrent Device (to whom paid) N/A		$ N/A (F)
G. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (G)
H. (Optional) Surface Protection Product (to whom paid) N/A		$ N/A (H)
I. EV Charging Station (to whom paid) N/A		$ N/A (I)
J. Sales Tax (on taxable items in A through I)		$ 3354.79 (J)
K. Electronic Vehicle Registration or Transfer Charge (not a governmental fee) (to whom paid) DMV		$ 25.00 (K)

STATEMENT OF INSURANCE

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

Vehicle Insurance

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

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

You may buy the physical damage insurance this contract requires (see back) from anyone you choose who is acceptable to us. You are not required to buy any other insurance to obtain credit.

Buyer X
Co-Buyer X N/A
Seller X MARTIN CHEVROLET

If any insurance is checked below, policies or certificates from the named insurance companies will describe the terms and conditions.

Application for Optional Credit Insurance

☐ Credit Life ☐ Buyer ☐ Co-Buyer ☐ Both
☐ Credit Disability (Buyer Only)

	Term	Exp.	Premium
Credit Life	N/A Mo	N/A	$ N/A
Credit Disability	N/A Mo	N/A	$ N/A
Total Credit Insurance Premiums			$ N/A (U)

Insurance Company Name N/A

Home Office Address

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

You are applying for the credit insurance marked above. Your signature below means that you agree that: (1) You are not eligible for insurance if you have reached your 65th birthday. (2) You are eligible for

M. (Optional) Service Contract (to whom paid) N/A $ N/A (M)
N. (Optional) Service Contract (to whom paid) N/A $ N/A (N)
O. (Optional) Service Contract (to whom paid) N/A $ N/A (O)
P. (Optional) Service Contract (to whom paid) N/A $ N/A (P)
Q. Prior Credit or Lease Balance paid by Seller to N/A (Q) $ N/A
(see downpayment and trade-in calculation)
R. (Optional) Gap Contract (to whom paid) N/A $ N/A (R)
S. (Optional) Used Vehicle Contract Cancellation Option Agreement $ N/A (S)
T. Other (to whom paid) N/A
For N/A $ N/A (T)
Total Cash Price (A through T) $ [illegible] (1)

2. Amounts Paid to Public Officials TAXES
A. Vehicle License Fees $ 270.00 (A)
B. Registration/Transfer/Titling Fees $ 235.00 (B)
C. California Tire Fees $ 11.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ [illegible] (2)

3. Amount Paid to Insurance Companies
(Total premiums from Statement of Insurance column a + b) $ N/A (3)

4. ☐ State Emissions Certification Fee or ☐ State Emissions Exemption Fee $ N/A (4)

5. Subtotal (1 through 4) $ [illegible] (5)

6. Total Downpayment
A. Agreed Trade-In Value Yr. N/A N/A $ N/A (A)
Model N/A Odometer N/A
VIN N/A
B. Less Prior Credit or Lease Balance (-) $ N/A (B)
C. Net Trade-In (A less B) (enter 0 if a negative number) $ N/A (C)
D. Deferred Downpayment N/A $ N/A (D)
E. Manufacturer's Rebate $ 4250.00 (E)
F. Other N/A $ N/A (F)
G. Cash $ [illegible] (G)
Total Downpayment (C through G) $ 7250.00 (6)
(If negative, enter zero on line 6 and enter the amount less than zero as a positive number on line 10 above)

7. Amount Financed (5 less 6) $ [illegible] (7)

disability insurance only if you are working for wag or profit 30 hours a week or more on the Effect Date. (3) Only the Primary Buyer is eligible disability insurance. DISABILITY INSURANCE W NOT COVER CONDITIONS FOR WHICH YOU HA BEEN A DOCTOR OR CHIROPRACTOR IN TH LAST 6 MONTHS. (Refer to "Total Disabilities N Covered" in your policy for details).
You want to buy the credit insurance.

Date X N/A Buyer Signature Age
Date X N/A Co-Buyer Signature Age

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not be provided unless you sign below and agree to pay the extra charge. If you choose to buy a gap contract, the charge is shown in item 1R of the Explanation of Amount Financed. See your insurance policy or the contract for details on the terms and conditions of coverage, including any limitations and exclusions.
Term N/A Mos. N/A
Name of Gap Contract
I want to buy a gap contract.
Buyer Signs X N/A

OPTIONAL SERVICE CONTRACT(S) You want to purchase the service contract(s) written with the following company(ies) for the term(s) shown below for the charge(s) shown in item 1E, 1J, 1N, 1Q, and/or 1P.

1E. Company N/A
Term N/A Mos. or N/A Miles
1M Company N/A
Term N/A Mos. or N/A Miles
1N Company N/A
Term N/A Mos. or N/A Miles
1Q Company N/A
Term N/A Mos. or N/A Miles
1P Company N/A
Term N/A Mos. or N/A Miles
Buyer X N/A

SELLER'S RIGHT TO LOSH
BUYER MAY BE REQUIRED TO PURCHASE SECURITY FOR THE LOAN, AND WILL BE OBLIGATED FOR THE INSTALLMENT PAYMENTS IN BOTH THIS RETAIL INSTALLMENT SALE CONTRACT AND THE LOAN.
Proceeds of Loan From N/A
Amount $ N/A Finance Charge $ N/A
Total $ N/A Payable in N/A
Installments of $ N/A $ N/A
First (the Loan is shown) in Item 6D.

AUTO BROKER FEE DISCLOSURE
If this contract reflects the retail sale of a new motor vehicle, the sale is not subject to a fee received by an autobroker from us unless the following box is checked:
☐ Name of autobroker receiving fee, if applicable:

HOW THIS CONTRACT CAN BE CHANGED. This contract contains the entire agreement between you and us relating to this contract. Any change to this contract must be in writing and both you and we must sign it. No oral changes are binding.
Buyer Signs X
Co-Buyer Signs X N/A

SELLER'S RIGHT TO CANCEL If Buyer and Co-Buyer sign here, the provisions of the Seller's Right to Cancel section on the back giving the Seller the right to cancel if Seller is unable to assign this contract to a financial institution will apply.
X Buyer
X N/A Co-Buyer

Agreement to Arbitrate: By signing below, you agree that, pursuant to the Arbitration Provision on the reverse side of this contract, you or we may elect to resolve any dispute by neutral, binding arbitration and not by a court action. See the Arbitration Provision for additional information concerning the agreement to arbitrate.
Buyer Signs X Co-Buyer Signs X N/A

Trade-In Payoff Agreement: Seller relied on information from you and/or the lienholder or lessor of your trade-in vehicle to arrive at the payoff amount shown in Item 6B of "Itemization of Amount Financed" as the "Prior Credit or Lease Balance." You understand that the amount quoted is an estimate.

Seller agrees to pay the payoff amount shown in 6B to the lienholder or lessor of the trade-in vehicle, or its designee, if the actual payoff amount is more than the amount shown in 6B, you must pay the Seller the excess on demand. If the actual payoff amount is less than the amount shown in 6B, Seller will refund to you any overage Seller receives from your prior lienholder or lessor. Except as stated in the "NOTICE" on the back of this contract, any assignee of this contract will not be obligated to pay the Prior Credit or Lease Balance shown in 6B or any refund.

Buyer Signature X N/A Co-Buyer Signature X N/A

Notice to buyer: (1) Do not sign this agreement before you read it or if it contains any blank spaces to be filled in. (2) You are entitled to a completely filled in copy of this agreement. (3) You can prepay the full amount due under this agreement at any time. (4) If you default in the performance of your obligations under this agreement, the vehicle may be repossessed and you may be subject to suit and liability for the unpaid indebtedness evidenced by this agreement.

If you have a complaint concerning this sale, you should try to resolve it with the seller.
Complaints concerning unfair or deceptive practices or violations by this seller may be referred to the city attorney, the district attorney, or an investigator for the Department of Motor Vehicles, or any combination thereof.
After this contract is signed, the seller may not change the financing or payment terms unless you agree in writing to the change. You do not have to agree to any change, and it is an unfair or deceptive practice for the seller to force a unilateral change.

Buyer Signature X Co-Buyer Signature X N/A

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

THERE IS NO COOLING-OFF PERIOD UNLESS YOU OBTAIN A CONTRACT CANCELLATION OPTION

California does not provide for a "cooling-off" or other cancellation period for vehicle sales. Therefore, you cannot later cancel this contract simply because you change your mind, decide the vehicle costs too much, or wish you had acquired a different vehicle. After you sign below, you may only cancel this contract with the agreement of the seller or for legal cause, such as fraud. However, California law does require a seller to offer a two-day contract cancellation option around vehicles with purchase prices of less than Thirty Thousand dollars ($30,000), subject to certain statutory conditions. This contract cancellation option does not apply to the sale of a recreational vehicle, a motorcycle, or most high-value motor vehicles subject to short notice under California law. See the vehicle contract cancellation option agreement for details.

YOU AGREE TO THE TERMS OF THIS CONTRACT. YOU CONFIRM THAT BEFORE YOU SIGNED THIS CONTRACT, WE GAVE IT TO YOU, AND YOU WERE FREE TO TAKE IT AND REVIEW IT. YOU ACKNOWLEDGE THAT YOU HAVE READ BOTH SIDES OF THIS CONTRACT, INCLUDING THE ARBITRATION PROVISION ON THE REVERSE SIDE, BEFORE SIGNING BELOW. YOU CONFIRM THAT YOU RECEIVED A COMPLETELY FILLED-IN COPY WHEN YOU SIGNED IT.

Buyer Signature X Date 06/20/15 Co-Buyer Signature X N/A Date

Co-Buyers and Other Owners — A co-buyer is a person who is responsible for paying the entire debt. An other owner is a person whose name is on the title to the vehicle but does not have to pay the debt. The other owner agrees to the security interest in the vehicle given to us in this contract.

Other Owner Signature X Address

GUARANTY: To induce us to sell the vehicle to Buyer, each person who signs as a Guarantor individually guarantees the payment of this contract. If Buyer fails to pay any money owing on this contract, each Guarantor must pay it when asked. Each Guarantor will be liable for the total amount owing even if other persons also sign as Guarantor, and even if Buyer has a complete defense to Guarantor's demand for reimbursement. Each Guarantor agrees to be liable even if we do one or more of the following: (1) give the Buyer more time to pay one or more payments; (2) give a full or partial release to any other Guarantor; (3) release any security; (4) accept less from the Buyer than the total amount owed; or (5) otherwise reach a settlement. Failing to sue contract or extend the contract. Each Guarantor acknowledges receipt of a completed copy of this contract and guaranty at the time of signing.

Guarantor waives notice of acceptance of this Guaranty, notice of the Buyer's non-payment, non-performance, and default; and notice of the amounts owing at any time, and of any demands upon the Buyer.

Guarantor X Date 06/20/15 Guarantor X Date

Address Address

Seller Signature JUSTIN CHEVROLET Date 06/20/15 By X Title F&I

LAW FORM VSC-CA-ARB proving out return to buyer
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ENCLOSURE 8

Global Warranty

Zenia Tate

August 16, 2017

Logout

INTERFACE WITH CUSTOMER

View Vehicle Transaction History Detail

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

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK15543-2015 SILVERADO 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Job Card Date: 05/31/2017 **Job Card Number:** 513067 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 67,846 MI
Authorization Code: A

Process Date:
08/08/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other Issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 6573-Module/Component - No/Incorrect Communication

Labour Op 5410030-Body Control Module Replacement

Causal Part Number 0000000000013687704-MODULE ASM-BODY CONT

→See other Parts and/or Net Items

Line Total: USD 350.76

Job Card Date: 05/08/2017 **Job Card Number:** 511666 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 66,544 MI
Authorization Code: A

Process Date:
08/05/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9094-Other - Follow operation

Labour Op 5430190-Instrument Panel Wiring Harness Junction Block Replacement

Causal Part Number

→See other Parts and/or Net Items

Line Total: USD 314.28

Job Card Date: 02/22/2017 **Job Card Number:** 507142 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading:: 60,710 MI
Authorization Code: A7E4

Process Date:
03/23/2017

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Policy

Customer Complaint Code:
0590-Features/Controls/Displays - Other issues

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9090-Other - Field Action / Tech Bulletin

Labour Op 5430010-Body Ground Stud or Nut Repair or Replacement

Causal Part Number

Line Total: USD 378.79

Job Card Date: 10/27/2016 **Job Card Number:** 209827 **Transaction Detail**

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

Odometer Reading: 49,106 MI
Authorization Code:

Process Date:
10/31/2016

Transaction Type:
ZFAT----Field Action Recall

Transaction Expense Category:
Field Action Recall

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 9102276-16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations

Causal Part Number

Line Total: USD 34.25

Job Card Date: 12/22/2015 **Job Card Number:** 491343 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 19,003 MI
Authorization Code:

Process Date:
12/28/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

[redacted]

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 50.00

Job Card Date: 06/17/2015 **Job Card Number:** 476892 **Transaction Detail**

Repair Service Agent: 173025
MARTIN CHEVROLET
23505 HAWTHORNE BLVD
TORRANCE CA 90505-4739
3103780211

Odometer Reading: 9,207 MI
Authorization Code:

Process Date:
09/24/2015

Transaction Type:
ZREG----Regular Vehicle Transaction

Transaction Expense Category:
Warranty

Customer Complaint Code:
0021-No Customer Complaint - Maintenance

Job Card Line #: 1 Transaction Adjustment: Cause Code: 9098-Other - Maintenance

Labour Op 0600723-Chevrolet 2 Year Maintenance

Causal Part Number

→See other Parts and/or Net Items Line Total: USD 50.00

Job Card Date: 05/20/2015 **Job Card Number:** A83495 **Transaction Detail**

Repair Service Agent: 161741
LAKE CHEVROLET
31201 AUTO CENTER DRIVE
LAKE ELSINORE CA 92530-4529
9516743116

Odometer Reading: 1 MI
Authorization Code:

Process Date:
05/20/2015

Transaction Type:
ZPDI----Pre-Delivery Inspection

Transaction Expense Category:
Pre-Delivery Inspection

Customer Complaint Code:
-

Job Card Line #: 1 Transaction Adjustment: Cause Code: -

Labour Op 0590072-Pre-Delivery Inspection - Base Time

Causal Part Number

Line Total: USD 137.55

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[redacted]

Global Warranty

Zenia Tate

August 16, 2017

Logout

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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

Vehicle Information

VIN: 3GCUKREC4FG[redacted] Model: CK16543-2015 SILVERADO 1500 4WD CREW CAB

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

Order Type: 70 - RETAIL - STOCK

Field Actions: 0 Open

REQUEST ANOTHER VIN

Required Field Actions

Open Field Action Details are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	Closed

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

Type	Number	Description	Posted Date
EI	PIE0409	Engineering Information - Steering Jerks, Kicks Back or Locks Up	05/02/2017
EI	PIE0359	Vehicle Crank with No Start or Stalling with DTC P0011 and/or P00C6 Set	03/15/2016

OnStar and XM Satellite Radio Information

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

OnStar Equipped: Y

XM Equipped: Y

OnStar Vehicle Diagnostics: Y

XM Radio ID: BQY4E38H

OnStar Status: Active

XM Status: Active

DMN Enabled: Y

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Warranty Add Date	Start Date	Effective Odometer	End Date	End Odometer
	Emission Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2018	50,096 MI

[redacted]

Corrosion Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2021	100,096 MI
Powertrain Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2020	100,096 MI
Emission Select Component Ltd Wty	06/29/2015	06/20/2015	96 MI	06/20/2023	80,096 MI
Emission Select State Component Ltd Wty	06/29/2015	06/20/2015	96 MI	06/20/2022	70,096 MI
Chevrolet 2 Year Scheduled Maintenance	06/29/2015	06/20/2015	96 MI	06/20/2017	24,096 MI
Bumper to Bumper Limited Warranty	06/29/2015	06/20/2015	96 MI	06/20/2018	36,096 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

View Details

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
06/31/2017	513067	ZREG----Regular Vehicle Transaction		5410030 - Body Control Module Replacement	67,846 MI
05/08/2017	511666	ZREG----Regular Vehicle Transaction		5430190 - Instrument Panel Wiring Harness Junction Block Replacement	66,544 MI
02/22/2017	507142	ZREG----Regular Vehicle Transaction		5430010 - Body Ground Stud or Nut Repair or Replacement	60,710 MI
10/27/2016	209827	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	49,106 MI
12/22/2015	481343	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	19,003 MI
09/17/2015	475992	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	9,207 MI
05/20/2015	A83495	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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[redacted]

ENCLOSURE 9

Columbus copy document requested by qr83c at 3:50:35 PM on 5/16/2017

2015 SILVERADO 1500 4WD LT CREW
GAZ SUMMIT WHITE /V8G
H0U JET BLACK
ORDER NO. SNMCW0/TRE STOCK NO.
VIN 3GC UKRE C4 FG[redacted]

GENERAL MOTORS LLC
RENAISSANCE CENTER
DETROIT MI 48243-1114
VEHICLE INVOICE [redacted]

**********1743******13*20033S

MODEL & FACTORY OPTIONS	MSRP	INV AMT
CK15543 SILVERADO 1500 4WD LT CRE	40710.00	37860.30
C5Z 7,200 LB GVW RATING	N/C	N/C
GU6 REAR AXLE 3.42 RATIO	N/C	N/C
JL1 TRAILER BRAKE CONTROLLER	230.00	202.40
L83 ENGINE, 5.3L V8 ECOTEC3	1095.00	963.60
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C
PDU ALL STAR EDITION	2500.00	2200.00
* TRAILERING EQUIPMENT PKG INCL AUTO LOCKING REAR DIFFERENTIAL		
* PWR SEAT ADJUSTER, DRIVER		
* FRONT FOG LAMPS		
* AIR CONDITIONING, DUAL ZONE CLIMATE CONTROL		
* STEERING COLUMN, TILT & TELESCOPING		
* REMOTE VEHICLE START		
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH		
* REAR VISION CAMERA		
* REAR WINDOW DEFROSTER		
* POWER OUTLET, 110-VOLT AC		
RD4 WHEELS, 20" POLISHED ALUMINUM (REPLACES STD/OPT WHEELS)	1595.00	1403.60
VAV FLOOR MATS, ALL WEATHER FRONT AND REAR (DEALER INSTALLED)	160.00	140.80
VV4 ONSTAR(R) 4G LTE WI-FI(R) HOTSPOT W/ 3GB/3MO DATA TRIAL	0.00	0.00
YF5 50-STATE EMISSIONS	N/C	N/C
1SZ ALL STAR EDITION PACKAGE DISCOUNT	750.00-	660.00-

RETAIL - STOCK
INVOICE 05/18/15
SHIPPED 05/16/15
EXP I/T 05/27/15
INT COM 05/27/15
PRC EFF 05/15/15
KEYS V3469 V3469
WFP-S QTR OPT-1
BANK: ALLY - 061
CHG-TO 20-033

SHIP WT: 5418
HP: 45.7
GVWR: 7200
GAWR.FT: 3950
GAWR.RR: 3950
EMPLOY: 41821.27
SUPPLR: 43505.70
NTR: 1/2
DAN: LT
EMPINC: 2553.74
SUPINC: 869.31

TOTAL MODEL & OPTIONS	45540.00	42110.70	ACT 237	41939.50
DESTINATION CHARGE	1195.00	1195.00	H/B 261	1366.20
DEALER IMR CONTRIBUTION		455.40	ADV 261	455.40
LMA GROUP CONTRIBUTION		455.40	EXP 65A	455.40
TOTAL	46735.00	44216.50	PAY 310	44216.50
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		42239.65		

****

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.

LAKE CHEVROLET

REMIT TO ALLY NO. 061
VIN 3GCUKREC4FG[redacted]
$ 44216.50 INV [redacted]
DUE 05/27/15 DEALER 20-033

ENCLOSURE 10

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.

CAUSE: GROUND REPAIRS

CONCERN CODE: OJ

5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT

2032 WP 2.86 2.70 8100 37878 378.78 378.78

FC: 6596 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

8100 37878 TLABOR

60731 5430010 2.70

WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLE RELATED BULLETINS. OK PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY.

AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 218. INSPECT STARTER SOLENOID B+ BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT B+ BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .100 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8. BATTERY TEST GOOD. PER PIT 5307E: INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SILL PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK.

AFTER PERFORMING TEST'S AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM. OPERATING

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.

B OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x

QC QUALITY CONTROL ROAD TEST

2032 IP 0.00 0.00 0 0 0.00 0.00

60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

CAUSE: CHECK TIRE PRESSURES

0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

2032 IP 0.00 0.00 0 0 0.00 0.00

D OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.

CAUSE: Authorized to perform a complimentary GM multi-point inspection.

0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.

2032 IP 0.00 0.00 0 0 0.00 0.00

60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.

E OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# GAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
22FEB17	01MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL CLERICAL										
	2032		CP	0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
			CP			3000	3250			32.50	32.50
F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420		TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)								
	2032		IP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL CLERICAL										
	2032		IP	0.00	0.00	0	0			0.00	0.00

EST: 0.00 22FEB17 11:43 SA: 942

EST: 32.50 01MAR17 09:06 SA: 942
CONTACT: [redacted]

TOTAL MILES ROAD TEST WAS 21

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032	F E D C B	
	09:39	10:19	0.67	W	2032	A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 4

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD028540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	10:19		10:21	0.03	W	2032	A			
	10:21		10:28	0.12	W	2032	A			
	11:03		11:43	0.67	W	2032	A			
	11:43		11:43	0.00	W	2032C D E F G				

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	37878	8100		46000	0	0	
49100	3250	3000		26300	37878	*******	
6704	0	*******		22500	3250	*******	

COST, SALE, & COMP TOTALS 11100 41128 0

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Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	32.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	32.50
DISC. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	32.50

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
2032 IP 0.00 0.00 0 0 0.00 0.00

61433
PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED. RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE SYMPTOMS.
VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
185 IP 0.35 0.00 0 0 0.00 0.00

61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE MISSING AT RIGHT SIDE WHEELS

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		185	IP	0.00	0.00	0	0			0.00	0.00

61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI
D TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)
0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

		185	IP	0.00	0.00	0	0			0.00	0.00

E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.
CAUSE: Maintenance
0040072 Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.

		185	CP	0.00	0.80	1400	2380			23.80	23.80
	OILFEE	OIL HAZARDOUS WASTE DISPOSAL FEE				0	161			1.61	1.61
1	19330000	(S)FILTER				430	801	0	8.60	8.01	8.01
8	19352900	0W20 F/SYN OIL				2696	3224	0	5.91	4.03	32.24

61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM

EST: 67.00 08MAR17 09:30 SA: 942

EST: 70.00 10MAR17 17:40 SA: 942
CONTACT: TAX

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Customer Signature Date

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213877 EPA# CAD029540226

BUS: CHRG:

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:20-306
08MAR17	10MAR17	

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ROAD TESTED TO 61477, 44 MILES ROAD TEST											

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-17	10:09	10:09	0.00	W	185	E D C B	
	10:20	10:20	0.00	W	185	B C D E	
	11:18	11:39	0.35	W	185	B C D E	

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46000	2380	1400		6904	161	0	
46700	801	430		49100	3224	2696	
32400	352	0		6704	0	*******	
22500	6918	*******					

COST, SALE, & COMP TOTALS 4526 6566 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	23.80
PARTS AMOUNT	40.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.61
TOTAL CHARGES	65.66
DISC. / INS.	0.00
SALES TAX	3.52
PLEASE PAY THIS AMOUNT	69.18

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE SHIFT INDICATOR SHIFTED TO PARK AND STALLED WHILE AT A STOP WITH BRAKES APPLIED. CHECK ND ADVISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
60362 Performed diagnostic test, no codes found at this time. Road Tested vehicle for a stalling concern, and was unable to duplicate customer concern at this time. Operating within specifications at this time.

****

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL:

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
1266 IP			(N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C:			0.00

****

D TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
0418 TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

****

E** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00
60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN. OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.

****

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.

****

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
185 IP (N/C)
1 19287401 CLEANER (N/C)
1 23135915 (S)PAD KIT (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

Joe Giacomin Chev, Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHT	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [redacted] DLR:20-306
13FEB17	16FEB17	

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

60362 front brakes were 0 mm left warning sensors on rotors 2.00
replaced front brake pads with gm product quality resurfaced rotors
test drive 60362 to 60365 ok'

****

H** NOTE: ADD ON CONCERN PER CUSTOMER 2-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted]. CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.

OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
733 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

RENTAL RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION
150 IRC (N/C)

SUBL ONE DAY RENTAL PER BEN GUETTERMAN PO#1252
IRC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

****

J** OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.

INFO INFORMATION ONLY
733 IP (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
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Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE J: 0.00

****

K** CUSTOMER DECLINED: REAR BRAKES AT THIS TIME. REAR BRAKES ARE AT 3MM LEFT. QUOTE: $338.00
DECL CUSTOMER DECLINED RECOMENDATION
185 IP (N/C)

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

****

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252
CONTACT: [redacted]
AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

INFORMATION:REAR BRAKES ARE AT 3MM LEFT. CUSTOM ER DECLINEDROAD TESTED TO 60,369 MILES

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BUS: CELL:

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE OPCODE TECH TYPE A/HRS S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
1266 IP 0.00 0.00	0	0			0.00	0.00

E** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

1266 IP 0.00 0.00	0	0			0.00	0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN. OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

1266 IP 0.00 0.00	0	0			0.00	0.00

60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT

185 IP 0.00 2.00	3500	3500				35.00	35.00
1 19287401 CLEANER	362	529	0	7.25	5.29	5.29	
1 23135915 (S)PAD KIT	5700	5700	0	114.00	57.00	57.00	

60362. front brakes were 0 mm left warning sensors on rotors 2.00 replaced front brake pads with gm product quality resurfaced rotors test drive 60362 to 60355 ok'

H** NOTE: ADD ON CONCERN PER CUSTOMER 3-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted] CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME

733 IP 0.00 0.00	0	0			0.00	0.00

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or items in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BUS: CELL:

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
				PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION							
	RENTAL			RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION							
		150	IRC	0.00	0.00	0	0			0.00	0.00
SUBL	ONE DAY RENTAL PER BEN GUETTERMAN PO#1252										
			T&C			3000	3000			30.00	30.00
J**	OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.										
	INFO	INFORMATION ONLY									
		733	IP	0.00	0.00	0	0			0.00	0.00
K**	CUSTOMER DECLINED: REAR BRAKES AT THIS TIME. REAR BRAKES ARE AT 3MM LEFT. QUOTE: $338.00										
	DECL	CUSTOMER DECLINED RECOMENDATION									
		185	IP	1.43	0.00	0	0			0.00	0.00

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252
CONTACT: [redacted]
AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 1

Joe Giacomin Chev, Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 SVA# GA0020540228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DO			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES VEHICLE SHIFT INDICATOR SHIFTED TO PARK AND STALLED WHILE AT A STOP WITH BRAKES APPLIED. CHECK ND ADVISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00
60362 Performed diagnostic test, no codes found at this time. Road Tested vehicle for a stalling concern, and was unable to duplicate customer concern at this time. Operating within specifications at this time.

****

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

****

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 2

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD028540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
13FEB17	16FEB17			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00
****

D TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
0418 TIRE TREAD YELLOW - 7/32 (NOTATION FOR FUTURE REPAIRS)
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00
****

B** CHECK & ADVISE: THERE IS A LOUD NOISE FROM FRONT OF VEHICLE, LOUD BUMP. HAPPENED ONLY ONE TIME YESTERDAY. DURING ISSUE ON LINE A OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00
60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE CUSTOMER CONCERN. OPERATING WITHIN FACTORY SPECIFICATION AT THIS TIME.
****

F** ALSO NOTE: WHEN CUSTOMER PULLED OVER TO THE SIDE OF THE ROAD, IT STARTED JERKING. OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
1266 IP (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00
60362 PERFORMED ROAD TEST, UNABLE TO DUPLICATE THIS CONCERN AT THIS TIME. OPERATING WITHIN SPECIFICATIONS.
****

G** REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
CAUSE: front brakes were 0 mm left warning sensors on rotors
GMFBJ REPLACE FRONT BRAKE LININGS, MACHINE ROTORS WITH QUALITY GM PRODUCT
185 IP (N/C)
1 19287401 CLEANER (N/C)
1 23135915 (S) PAD KIT (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

CUSTOMER COPY

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CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 3

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
DMV# AR0213677 EPA# CA0029540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
13FEB17	16FEB17		[redacted]	20-306

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE G: 0.00

60362 front brakes were 0 mm left warning sensors on rotors 2.00
replaced front brake pads with gm product quality resurfaced rotors
test drive 60362 to 60365 ok'

****

H** NOTE: ADD ON CONCERN PER CUSTOMER 2-16-17@11:10 AM OVER THE PHONE, [redacted] AND DAUGHTER [redacted] CUSTOMER STATES: BRAKES LIFTED & LOCKED, WOULD NOT STOP, WENT INTO PARK, NOT SURE IF IT IS THE ENGINE OR THE BRAKES.

OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
733 IP (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE H: 0.00

****

I** RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION

RENTAL RENTAL CAR PROVIDED BY PURCHASE ORDER ONLY...ALL CHARGES INCURRED BEYOND 3 HOURS FROM NOTIFICATION THAT VEHICLE IS READY FOR PICKUP ARE THE CUSTOMERS RESPONSIBILITY WITHOUT PRIOR AUTHORIZATION
150 IRC (N/C)

SUBL ONE DAY RENTAL PER BEN GUETTERMAN PO#1252
IRC (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE I: 0.00

****

J** OK PER [redacted] TO ROAD TEST VEHICLE AFTER BRAKES ARE COMPLETED, TO TRY TO VERIFY ABOVE CONCERNS ON LINES A, E, F, AND H.

INFO INFORMATION ONLY
733 IP (N/C)

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 4

Jon Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AH0213877 EPA# CAD078540226

SERVICE CONSULTANT: 942 ALVIN R SUMERA

BUS:		CLASS:					
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]		60354/60369	[redacted]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 16FEB17		0.00	CASH	16FEB17
R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306			
13FEB17	16FEB17						

LINE	OPCODE	TECH	TYPE	HOURS		LIST	NET	TOTAL
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE J:		0.00

****

[redacted]** CUSTOMER DECLINED: REAR BRAKES AT THIS TIME, REAR BRAKES ARE AT 3MM LEFT. QUOTE: $330.00

DECL CUSTOMER DECLINED RECOMENDATION

185 IP (N/C)

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

****

EST: 140.17 13FEB17 08:42 SA: 942

EST: 495.57 16FEB17 11:14 SA: 1252

CONTACT: [redacted]

AUTHORIZED FRONT BRAKE REPLACEMENT OVER PHONE

INFORMATION:REAR BRAKES ARE AT 3MM LEFT. CUSTOM ER DECLINEDROAD TESTED TO 60,369 MILES

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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CUSTOMER COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23506 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0015077 EPA# CA0050H0220

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.

CAUSE: GROUND REPAIRS

CONCERN CODE: OJ

5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT

2032 MP 2.86 2.70 81.00 37878 378.78 378.78

FC: 6596 PART#: COUNT: 0 0 TPARTS

CLAIM TYPE:

AUTH CODE:

81.00 37878 TLABOR

60731 5430010 2.70

WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLE RELATED BULLETINS. OK PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY.

AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 218. INSPECT STARTER SOLENOID B+ BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT B+ BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .100 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8, BATTERY TEST GOOD. PER PIT 5307E: INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SILL PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK.

AFTER PERFORMING TEST'S AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM. OPERATING

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
BUSLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. /INS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I acknowledge notice and cost approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DE			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR: 20-306
22FEB17	01MAR17		[redacted]	

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.
B OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO
DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES
ON VEHICLE AND USING FUEL. x
QC QUALITY CONTROL ROAD TEST
2032 IP 0.00 0.00 0 0 0.00 0.00
60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING
AS DESIGNED.
C As per California Air Resources Board (C.A.R.B) We will check &
inflate ALL TIRES to the recommended tire pressure rating as
per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board
(C.A.R.B) We will check & inflate ALL TIRES
to the recommended tire pressure rating as
per the manufacturer recommendation at No
Charge to customer.
2032 IP 0.00 0.00 0 0 0.00 0.00
D OK to Perform a complimentary GM Certified Multi-Point Vehicle
Inspection. This will be a general inspection of tires, wipers,
battery, fluids, brake linings if accessible, and inspect 16
component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified
Multi-Point Vehicle Inspection. This will be
a general inspection of tires, wipers,
battery, fluids, brake linings if
accessible, and inspect 16 component systems
for visible leaks & visual condition.
2032 IP 0.00 0.00 0 0 0.00 0.00
60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT
5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL
LIGHT ON.
E OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR: 20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL CLERICAL										
		2032	CP	0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
			CP			3000	3250			32.50	32.50
F TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)										
		2032	IP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL CLERICAL										
		2032	IP	0.00	0.00	0	0			0.00	0.00

RST: 0.00 22FEB17 11:43 SA: 942

EST: 32.50 01MAR17 09:06 SA: 942
CONTACT: [redacted]

TOTAL MILES ROAD TEST WAS 21

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-28-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032F E D C B		
	09:39	10:19	0.67	W	2032	A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 1

[redacted]

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR0213877 EPA# CA0626540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
A	CUSTOMER STATES: YESTERDAY 2-21, AT A STOP, BRAKE PEDAL "LIFTED UP" PHYSICALLY, AND WAS HARD. WOULD NOT PUSH DOWN. PRNDL DISPLAY MOVED TO PARK, ALTHOUTH THE SHIFTER WAS IN DRIVE. THEN TURNED OFF IGNITION. TURNED IGN BACK ON, EVERYTHING WAS NORMAL EXCEPT THE ACCELERATOR WAS JERKY WHEN ACCELERATING FORWARD. ALSO, THERE WAS A LOUD "BANG" NOISE THAT WAS HEARD 1X DURING THIS EPISODE. VEH WAS PARKED SINCE, AND DRIVEN HERE.										
	CAUSE: GROUND REPAIRS										
	CONCERN CODE: GJ										
	5430010 BODY GROUND STUD OR NUT REPAIR OR REPLACEMENT										
		2032	WP	2.86	2.70	8100	37878			378.78	378.78
	FC: 6596 PARTS COUNT: 0 0 PARTS										
	CLAIM TYPE:										
	AUTH CODE:										
						8100	37878 TLABOR				
	60731 5430010 2.70										
	WAS UNABLE TO DUPLICATE CUSTOMER CONCERN/SYMPTOM PRIOR TO PERFORMING BULLETINS. PER SHOP FOREMAN, POSSIBLY RELATED BULLETINS, OR PER DM TO PERFORM THE FOLLOWING BULLETINS UNDER WARRANTY GOODWILL POLICY.										
	AS PER PIT5405C: INSPECT/CLEAN/ADD STAR WASHER TO GROUND 218. INSPECT STARTER SOLENOID BT BATTERY CABLE FOR SIGNS OF SHORTING OUT ON THE STARTER HEAT SHIELD. ALSO, INSPECT STARTER HEAT SHIELD FOR PROPER INSTALLATION. PERFORM A LOADED VOLTAGE DROP TEST ON THE SHORT BT BATTERY CABLE AND THE GROUND CABLE FROM THE BATTERY TO THE ENGINE BLOCK. .080 mV ON THE B+ POSITIVE BATTERY CABLE, .198 mV ON THE NEGATIVE BATTERY CABLE. INSPECT CONNECTOR X183. CONNECTOR OK. INSPECT TEST BATTERY VIA GR8. BATTERY TEST GOOD. PER PIT 5307E. INSPECT ENGINE HARNESS FOR RUBBING ON THE VACUUM PUMP PULLEY. WIRE HARNESS OK. PER PIT5457A: INSPECT CIRCUITS AT THE DRIVERS DOOR SIDE PLATE AREA FOR HIGH RESISTANCE/OPEN CIRCUITS. ALL CIRCUIT OK.										
	AFTER PERFORMING TESTS AND INSPECTIONS, WAS NOT ABLE TO FIND A CONCLUSIVE FAILURE OF CAUSE OF CUSTOMER CONCERN/SYMPTOM, OPERATING										

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / MIS.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

WARRANTY COPY

Copyright [redacted]

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD215827 CPA# CA0029540228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.										
B	OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x										
	QC	QUALITY CONTROL ROAD TEST									
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.										
C	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.										
	CAUSE: CHECK TIRE PRESSURES										
	0108	As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.									
		2032	IP	0.00	0.00	0	0			0.00	0.00
D	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.										
	CAUSE: Authorized to perform a complimentary GM multi-point inspection.										
	0108	OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.									
		2032	IP	0.00	0.00	0	0			0.00	0.00
	60731 FRONT BRAKES APPROX 3MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.										
E	OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.										

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Copyright 2000 ADP, Inc.

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

HERMOSA BEACH, CA [redacted]

[redacted]

HOME: [redacted] CONT: [redacted]

BUS: CELL:

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 3

[redacted]

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

DAUBARD213877 EPA# CAR000040228

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
	CL	CLERICAL									
	2032		CP	0.00	0.00	0	0			0.00	0.00
LUBE FUEL FOR ROAD TEST											
			CP			3000	3250			32.50	32.50
F TIRE TREAD YELLOW 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
0420 TIRE TREAD YELLOW 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)											
	2032		TP	0.00	0.00	0	0			0.00	0.00
G CUSTOMER TO RENT A CAR THROUGH ENTERPRISE. CUSTOMER IS RESPONSIBLE FOR CHARGES.											
	CL	CLERICAL									
	2032		TP	0.00	0.00	0	0			0.00	0.00

EST: 0.00 22FEB17 11:43 SA: 942

RST: 32.50 01MAR17 09:06 SA: 942

CONTACT: [redacted]

TOTAL MILING ROAD TEST WAS 20

THANK YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
02-25-17	08:12	08:43	0.52	W	2032	A	
	08:43	08:55	0.20	W	2032	A	
	08:58	09:19	0.35	W	2032	A	
	09:20	09:32	0.20	W	2032	A	
	09:33	09:39	0.10	W	2032	E H C B	
	09:39	10:19	0.67	W	2032	A	

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

Copyright 2003 ADP, Inc. Reorder Item#0616 3580

WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

DUPLICATE 1
PAGE 4

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# AR0213677 EPA# CAD029540228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	60710/60710	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			17:00 01MAR17		0.00	CASH	01MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
22FEB17	01MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		10:19	10:21	0.03		W	2032		A		
		10:21	10:28	0.12		W	2032		A		
		11:03	11:43	0.67		W	2032		A		
		11:43	11:43	0.00		W	2032C D E F G				

ACCOUNT	SALE	COST	CONTROL	ACCOUNT	SALE	COST	CONTROL
46200	37878	8100		46000	0	0	
49100	3250	3000		26300	37878	*******	
6704	0	*******		22500	3250	*******	

COST, SALE, & COMP TOTALS 11100 41128 0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	32.50
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	32.50
DISC. / INS.	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	32.50

WARRANTY COPY

Copyright 2000 ADP, Inc. SERVICE INVOICE #2 26820

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

[redacted]

PAGE 1

JOE GIACOMIN CHEV. INC, dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0213977 EPA# CA0029540228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DE			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK:	DLR:
08MAR17	10MAR17		[redacted]	20-306

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL

A CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT TIME ALSO HEARS LOUD BANG TYPE NOISE.
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME
2032 IP 0.00 0.00 0 0 0.00 0.00

61433
PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED. RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE SYMPTOMS.
VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.

B OK to Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK TO Perform a complimentary GM Certified Multi-Point Vehicle Inspection. This will be a general inspection of tires, wipers, battery, fluids, brake linings if accessible, and inspect 16 component systems for visible leaks & visual condition.
185 IP 0.35 0.00 0 0 0.00 0.00
61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE MISSING AT RIGHT SIDE WHEELS

C As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board (C.A.R.B) We will check & inflate ALL TIRES to the recommended tire pressure rating as per the manufacturer recommendation at No Charge to customer.

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

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BAR# ARD213677 EPA# CAD029040228

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DL			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08MAR17	10MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		185	IP	0.00	0.00	0	0			0.00	0.00

61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI
D:TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)
0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

		185	IP	0.00	0.00	0	0			0.00	0.00

E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.
CAUSE: Maintenance
0010072 Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.

		185	CP	0.00	0.80	1100	2360			23.60	23.60

OILFEE OIL HAZARDOUS WASTE DISPOSAL FEE

						0	161			1.61	0.61
1	19330000	(S)	FILTER			430	801	0	8.60	8.01	8.01
8	19352900		0W20 F/SYN OIL			2695	3224	0	5.91	44.08	32.24

61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM

EST: 67.00 08MAR17 09:30 SA: 942

EST: 70.00 10MAR17 17:40 SA: 942
CONTACT: TAX

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature _____ Date _____

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

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 3

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# AR0215977 EPA# CAD982640228

SERVICE CONSULTANT: 942 ALVIN R SUMERA

BUS: CELL:

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	04288W1	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK:[redacted]	DLR:20-306
08MAR17	10MAR17		

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
ROAD TESTED TO 61477, 44 MILES											
ROAD TEST											

THANK-YOU FOR USING MARTIN CHEVROLET YOUR LOCAL COMMUNITY DEALERSHIP. WE WANT YOU TO BE COMPLETELY SATISFIED. IF FOR ANY REASON YOU ARE NOT PLEASE ASK TO SPEAK TO OUR SERVICE MANAGER. PLEASE VISIT OUR WEB SITE AT WWW.MARTINCHEVROLET.COM.

DATE	START	FINISH	DURATION	TYPE	TECH	LINE(S)	CHG
03-09-17	10:09	10:09	0.00	W	185	E D C B	
	10:20	10:20	0.00	W	185	B C D E	
	11:18	11:39	0.35	W	185	B C D E	

ACCOUNT	SALE	COST	CONTROL	ACCOUN	SALE	COST	CONTROL
46000	2380	1400		6904	161	0	
48500	805	430		49100	3224	2698	
32400	352	0		6704	0	*******	
22500	6918	*******					

	COST	SALE	COMP
COST, SALE, & COMP TOTALS	4526	6566	0

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	23.80
PARTS AMOUNT	40.25
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	1.61
TOTAL CHARGES	65.66
DISC. / INS.	0.00
SALES TAX	3.52
PLEASE PAY THIS AMOUNT	69.18

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WARRANTY COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
ACCOUNTING

PAGE 1

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHT	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	04288W1	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DI			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR: 20-306
08MAR17	10MAR17			

LINE OPCODE TECH TYPE A/HRS S/HRS COST SALE COMP LIST NET TOTAL

A CUSTOMERS STATES AT A STOP AND FOOT ON BRAKE (BRAKE PEDAL LIFTS AND
THEN BRAKE PEDAL WILL BE HARD) DIC WILL SHOW IN PARK AT THAT
TIME ALSO HEARS LOUD BANG TYPE NOISE
OPTS OPERATING WITHIN MANUFACTURER SPECIFICATIONS
AT THIS TIME
2032 IP 0.00 0.00 0 0 0.00 0.00

61433
PERFORMED DIAGNOSTICS. CHECKED ALL MODULES, NO CODES WERE STORED.
RAN VEHICLE AND ROAD TESTED 44 MILES AND COULD NOT DUPLICATE THE
SYMPTOMS.
VISUALLY INSPECT ALL SYSTEMS, NO PROBLEMS NOTED.
B OK to Perform a complimentary GM Certified Multi-Point Vehicle
Inspection. This will be a general inspection of tires, wipers,
battery, fluids, brake linings if accessible, and inspect 16
component systems for visible leaks & visual condition.
CAUSE: Authorized to perform a complimentary GM multi-point inspection.
0108 OK to Perform a complimentary GM Certified
Multi-Point Vehicle Inspection. This will be
a general inspection of tires, wipers,
battery, fluids, brake linings if
accessible, and inspect 16 component systems
for visible leaks & visual condition.
185 IP 0.35 0.00 0 0 0.00 0.00
61433 MULTI POINT INSPECTION,, NOTE,, 2 GREEN STEAM VALVE CAPS ARE
MISSING AT RIGHT SIDE WHEELS
C As per California Air Resources Board (C.A.R.B) We will check &
inflate ALL TIRES to the recommended tire pressure rating as
per the manufacturer recommendation at No Charge to customer.
CAUSE: CHECK TIRE PRESSURES
0401 As per California Air Resources Board
(C.A.R.B) We will check & inflate ALL TIRES
to the recommended tire pressure rating as
per the manufacturer recommendation at No
Charge to customer.

I acknowledge notice and oral approval of any additional customer or warranty work performed and/or necessary in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
DISC. / EMP.	
SALES TAX	
PLEASE PAY THIS AMOUNT	

[redacted]

ACCOUNTING COPY

CUSTOMER #: [redacted]

[redacted]

** PRE-INVOICE **
"ACCOUNTING"

PAGE 2

JOE GIACOMIN CHEV. INC. dba
MARTIN CHEVROLET
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211

BUS: [redacted]

SERVICE CONSULTANT: 942 ALVIN R SUMERA

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
SUMMIT WHI	15	CHEVROLET SILVERADO	3GCUKREC4FG[redacted]	[redacted]	61433/61433	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
20JUN15 DD			12:00 11MAR17		0.00	CASH	10MAR17

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [redacted]	DLR:20-306
08MAR17	10MAR17			

LINE	OPCODE	TECH	TYPE	A/HRS	S/HRS	COST	SALE	COMP	LIST	NET	TOTAL
		185	IP	0.00	0.00	0	0			0.00	0.00

61433 SET TIRES TO 32 PSI SPARE TIRE TO 35 PSI
D TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

0420 TIRE TREAD YELLOW - 5/32 (TIRE QUOTE RECOMMENDED, NOTATION FOR FUTURE REPAIRS)

		185	IP	0.00	0.00	0	0			0.00	0.00

E** Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.
CAUSE: Maintenance

0040072 Lube Oil Filter & 4-Tire Rotation with Dexos1 Full synthetic oil. 0w20 or 5w30 weight. Everyday value price $49.95 up to 6 quarts $59.95 up to 8 quarts. Plus tax & waste. Each additional quart $6.75 per qt. Price subject to change without notice.

		185	CP	0.00	0.80	1400	2380			23.80	23.80
OILFEE	OIL HAZARDOUS WASTE DISPOSAL FEE					0	161			1.61	1.61
	1	19330000	(S)FILTER			430	801	0	8.60	8.01	8.01
	8	19352900	0W20 F/SYN OIL			2696	3224	0	5.91	4.03	32.24

61433 0.80 CHANGED ENGINE OIL AND FILTER USE 0W20 DEXOS OIL 8 QUARTS / ROTATE TIRES INSPECTED BRAKES FRONTS 9 MM REARS 5 MM

RST: 67.00 08MAR17 09:30 SA: 942

EST: 70.00 10MAR17 17:40 SA: 942
CONTACT: TAX

I acknowledge notice and cost approval of any additional overhaul or warranty work performed and/or increases in the original estimate price. I also acknowledge and approved all repairs as itemized on this repair order. I hereby acknowledge receipt of a copy hereof.

Customer Signature Date

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

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ACCOUNTING COPY

PE18-012

GM

3-27-2019

Q3



ERSKINE LAW

3995 East La Palma Ave
Anaheim, CA 92807

T. 949-777-6367
F. 714-844-9035
www.erskinelawgroup.com

Mary Lynn Arens
direct dial: 949-777-6032
e-mail: marens@erskinelawgroup.com

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NICK RICE
JONATHAN SHUGART+
MELISSA TRPCEVSKI++
ABIGAIL WRIGHT
NATALIE PRIEST YAW

LEGAL ASSISTANTS:

CLAIRE FERRER
STACIE FILLO
KAYE FRYE
BETH MUMA
VICKI NIKOLLAJ
DORIAN PHIPPS
ALEX ROTH
LAURIE STARR
TERRY WOLF

+ LICENSED IN CA ONLY
++ LICENSED IN MI & CA
* LICENSED IN OH & CA

March 28, 2018

VIA EMAIL

Rocky Farias
GENERAL MOTORS LLC

RE: [redacted] *vs General Motors LLC*
Los Angeles County Superior Court
Case No: [redacted]
Vehicle: 2015 Chevrolet Silverado
VIN#: 3GCUKREC4FG[redacted]
GM Legal File No: [redacted]

Dear The Bickel Law Firm:

This letter shall confirm the settlement of this matter, which was agreed to on February 6, 2018 with defendants. The settlement includes a full refund to plaintiff of all sales tax and consists of the following payments by defendants, in exchange for the return of the subject vehicle free and clear of all liens and encumbrances and the dismissal of the entire action, with prejudice:

Total Paid	$48,927.50
Includes Sales Tax: $3554.70	
Mileage Offset:	[$21,466.55]
Additional Settlement Payment:	$0.00
Attorneys' Fees /Costs:	$10,000.00
	$ 37,460.95

Defendants have already begun processing the settlement checks and I expect to receive them in our offices shortly. All the documents necessary to conclude the settlement of this matter have already been

forwarded to you. Please sign and fax this page back to our offices so that we may complete the check processing.



Mary Lynn Arens

Law Offices of John Jacobs
Attorney for Plaintiff

PE18-012

GM

3-27-2019

Q3



Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.		Cost Ast.			BRC Type	Legal	
Account		Site/BAC		GW SubType			Business Unit	BRC	
Address	[redacted]			Approval	Not Initiated		Area	CA CEC	
City	Manhattan Beach	Zip	[redacted] State CA	UCC	Brakes - General		Sub-Area	Tier 2	
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Martin Chevrolet		Safety		
Daytime #	[redacted]	Evening #	[redacted]	Source	Phone		Updated	04/04/2017 19:20:51	
Serial/VIN #	3GCUKREC4FG[redacted]	Mileage	60354	Priority	Medium	License # CHEVROLET	Owner	XZ02MC	
Model	Silverado 1500	Model Year	2015	Status	Closed		Opened	Mar 9, 2017 12:24 AM	
Make	Chevrolet	Warranty Start	06/20/2015 00:00:00	Sub Status	Dissatisfied		Closed	Apr 4, 2017 7:20 PM	
Cust Concern	Early Repsonse/Brake Issues								
Customer Description	Executive SR [redacted] has been created; do not assume or re-open this case. Please refer to extended description instructions in Exec CAC SR [redacted]								

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Incident Loc		Incident Desc	

Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed				**Weather Condition**			
Prop Owner		**Property Type**					
Last Service Date				**Loc Last Service**			
Property Location		**Prop Est Repair Cost**					
Veh Est Repair Cost				**Spec Equip Installer**			
Prop Damage Description							
Primary Veh Use				**Inspection Type**			
Inspected By		**Inspection Date/Time**					

Veh Damage Description		**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 4, 2017 7:20 PM	XZ02MC	XZ02MC	SR Closed - Dissatisfied		Done	04/04/2017 19:20:51	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 4, 2017 7:17 PM	XZ02MC	XZ02MC	SR Summary	SR Closure Review	Done	04/04/2017 19:20:46	SR Summary/Case Escalated to Executive CAC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer asked for repurchase due to brake issues and noise

No concern duplicated only repair was goodwill repair for special coverage not associated with vin in hopes to correct issues

Denied repurchase

Advised customer to contact dealership

Executive CAC opened case

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 3, 2017 5:42 PM	KZNC33	XZ02MC	Notify CRM		Done	04/04/2017 19:17:46	The Exec CAC team has created a new case for this VIN. Please change the SubArea of this SR to "Escalated to BRC" and close the SR.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 3, 2017 5:09 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Dlr		Done	04/04/2017 19:17:42	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

f/u with dealership to see how repairs are going

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Apr 3, 2017 4:57 PM	XZ02MC	XZ02MC	Outbound Call Dealer	Made Contact	Done	04/03/2017 17:14:06	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Advised CEM that i was following up on case

CEM states that vehicle was brought back in today and that his foreman will do test drive and possibly open TAC case

Advised that i would f/u in a couple of days and go over diagnosis

CEM ok

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 30, 2017 4:52 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	04/03/2017 16:56:10	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

go over appointment

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 30, 2017 4:52 PM	XZ02MC	XZ02MC	Outbound Email	Dealer	Done	03/30/2017 17:03:35	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Ben

[redacted] is still having issues with her vehicle. We are not repurchasing her vehicle at this time with only bulletins done. Customer would [redacted] can get the vehicle back in to shop. I wanted to see if maybe we could look at opening a TAC Case or any other suggestions on assisting. If not I will let her know but as you know she is adamant there is an issue.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Mar 29, 2017 7:01 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Dlr		Done	03/30/2017 16:52:23	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

setup appointment

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 29, 2017 6:58 PM	XZ02MC	XZ02MC	Outbound Call Customer	Made Contact	Done	03/30/2017 16:52:11	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Disclaimer

Advised that i was following up on callback

Customer states there are still issues and was told by Service Manager this is a lemon and that GM should buy it back

Advised we looked at that and it did not qualify for an offer

Advised that Service manager does not make that decision

Advised we could coordinate but since it is outside of warranty that we could only look into cost assistnace

Customer asked to setup appointment at Martin

Advised i would and get back once confirmed

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2017 7:19 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	03/29/2017 18:44:51	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

go over concerns

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 28, 2017 7:18 PM	XZ02MC	XZ02MC	Outbound Call Customer	Left Message	Done	03/28/2017 19:20:52	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

advised following up on callback

gave callback information

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 4:55 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	03/28/2017 19:18:51	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

go over concerns

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 12:07 AM	GZX12P	XZ02MC	Notify CRM	Customer Called	Done	03/27/2017 16:55:27	Please see IBCC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 12:04 AM	GZX12P	GZX12P	Inbound Call Customer	Complex Request	Done	03/27/2017 12:06:41	Customer asking for a manager

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Reason for calling: Mr. Joyce is with Ms. [redacted] saying that their brakes are losing pressure, abs gets engage automatically, engine shuts off without using the keys, and the car goes into park mode, There are also noises coming from the vehicle but still unsure where it's coming from, The customer said we can call her anytime today.

[redacted]

Expectation set: I informed Mr. [redacted] that we tried contacting CACEC Jason but I got directed to his voicemail. I left him a message to call Ms. [redacted] and I will also notify CACEC Jason on the things the customer wants to say

Christopher/CACTier1/Manila/Level0

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 27, 2017 12:04	GZX12P	XZ02MC	SR Opened		Done	03/27/2017 12:04:37	SR in Status of Closed has

AM

been Re-Opened by GZX12P

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2017 5:06 PM	XZ02MC	XZ02MC	SR Closed - Dissatisfied		Done	03/24/2017 17:06:38	Service Request has been Closed Dissatisfied.

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2017 5:04 PM	XZ02MC	XZ02MC	SR Summary	SR Closure Review	Done	03/24/2017 17:06:29	SR Summary/Customer Dissatisfied

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer asked for repurchase due to brake pedal noise

Customer asked for repurchase

After review found vehicle not a candidate

Made customer aware and she advised that she may contact an attorney

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 24, 2017 4:53 PM	XZ02MC	XZ02MC	Outbound Call Customer	Made Contact	Done	03/24/2017 17:04:27	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Disclaimer

Advised that 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

Customer feels there are still issues and was told by dealership to contact us after Monday because they could not do anything further

Advised that we look at states guidelines and look at repeat repairs , days down, severity of issues and repairs and at this time we did not feel that a couple of bulletins done under goodwill qualified the vehicle for repurchase

Advised that if new information was presented we could always revisit case but at this time we did not feel there was reason to repurchase

Cusotmer disagrees and will get attorney

Advised she is with legal rights and if she decides to the lawyer will contact us

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 23, 2017 2:25 PM	XZ02MC	XZ02MC	GM Approval	Approved	Done	03/24/2017 16:51:27	Pending GM Approval

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

– **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**

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Mar 23, 2017 2:25 PM	XZ02MC	XZ02MC	CA CEC	Case Assessment Complete	Done	03/23/2017 14:25:50	Case Assessment Complete

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Case Assessment Complete and attached

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 22, 2017 7:02 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	03/23/2017 19:13:49	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Deliver Resolution/Update on Case

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 22, 2017 7:01 PM	XZ02MC	XZ02MC	Outbound Call Customer	Left Message	Done	03/22/2017 19:02:27	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Advised case still in review and should have update by 3-23

gave callback information

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 20, 2017 3:54 PM	XZ02MC	XZ02MC	Outbound Call Dealer	Made Contact	Done	03/20/2017 16:02:19	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Advised CEM that I was seeking update

CEM states vehicle brought in but not left and customer mentioned that she did not want to leave but would like to look at repurchase

Advised I would review and get back with customer

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2017 2:01 PM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	03/22/2017 19:01:38	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Deliver Resolution/Update on Case

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2017 1:59 PM	XZ02MC	XZ02MC	Scheduled Follow-up		Done	03/23/2017 14:25:27	case assessment

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
case assessment

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 16, 2017 1:43 PM	XZ02MC	XZ02MC	Outbound Call Customer	Made Contact	Done	03/16/2017 14:07:52	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Disclaimer

Advised that i was touching base on vehicle

Customer states she got vehicle back and this week it happened again with the brake , the noise, and the shifter

Advised for her to take back in and that we would get last RO and monitor current RO and speak next week

Customer ok

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 15, 2017 12:50 AM	XZ02MC	XZ02MC	Scheduled Outbound Call Cust		Done	03/16/2017 13:43:20	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Update on case and see how to proceed

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 1:27 PM	XZ02MC	XZ02MC	Outbound Call Customer	Made Contact	Done	03/15/2017 12:50:40	[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer claims brake pedal lifts up and pedal became hard and would not go down. Customer also claims loud banging noise and shift in transmission

Customers vehicle currently in shop

Customer worried since daughter drives vehicle

Advised we have been in contact with CEM and will monitor case

Advised that i have pulled service history to look into what has gone on previously

Advised that i would check in within a week to get update and see how repair is going

Customer ok

Exchanged contact information

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:43 AM	XZ02MC	XZ02MC	Inbound Fax	Dealer	Done	03/09/2017 12:44:20	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

RO received and attached

Jason/BRC/CACEC/ATX5911020

CEM John Schmidt
jschmidt@martinchevrolet.com
/

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:27 AM	XZ02MC	XZ02MC	Inbound Call Dealer	Complex Request	Done	03/09/2017 12:43:30	173025 MARTIN CHEVROLET Torrance 310-378-0211 CEM Ben Guetterman bguetterman@martinchevrolet.com/310-345-0439 CEM John Schmidt jschmidt@martinchevrolet.com /

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

CEM states that customer has been in several times to have issues with brake pedal corrected and would like us to contact customer

CEM states they have sometime not been able to duplicate issues and recent repair done because they did not perform complete multi-point inspection

CEM said customer has become upset with vehicle and would like for us to contact her to go over issues and see what we can do

Advised i would setup file and go over issues with customer

Jason/BRC/CACEC/ATX5911020

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Mar 9, 2017 12:27 AM	XZ02MC	XZ02MC	Ownership Changed	Ownership Escalated to BRC	Done	03/09/2017 12:27:22	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
H01	Brakes - General	Noise

End of Report

PE18-012

GM

3-27-2019

Q3



Service Request Activity (All)

SR No.	[redacted]	Ref No.		BRC Type	N/A	Business Unit	TAC US
Account	Martin Chevrolet	Site/BAC	173[redacted]	Cost Ast.		Area	Body and Accessories
Last Name	[redacted]	First Name	[redacted]	GW SubType		Sub-Area	Security Systems
Daytime #	[redacted]	Evening #		Approval	Not Initiated	Safety	
		Source					
Involved Dlr		Contact Accnt.	Martin Chevrolet	UCC		Updated	Jun 23, 2017 11:12 AM
Serial/VIN #	3GCUKREC4FG[redacted]	Source	Phone				
Model	Silverado 1500	License #	CHEVROLET	Priority	Field Service Engineer	Owner	MZV8DG
Make	Chevrolet	Warranty Start	Jun 20, 2015 12:00 AM	Status	Closed	Opened	Apr 4, 2017 11:03 AM
Year	2015	Mileage	64130	Sub Status	Unlinked	Closed	Jun 23, 2017 11:12 AM
Customer Description	C0750 U0422 AT A STOP, FOOT BRAKE PEDAL LIFTS WITH FOOT ON IT AND THEN CAN ALSO BE HEARD AND ENGINE WOULD NOT START			Cust Concern	At stop, foot brake pedal lifts with foot on it and then can also be heard. Engine would not start		

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/23/2017 11:12:14	XZYN4C	MZV8DG	SR Closed - Unlinked		Done	06/23/2017 11:12:14	Service Request has been Closed Unlinked.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173025		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/23/2017 11:11:11	XZYN4C	MZV8DG	SR Opened		Done	06/23/2017 11:11:11	SR in Status of Closed has been Re-Opened by XZYN4C
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/23/2017 11:10:17	XZYN4C	MZV8DG	SR Closed - Unlinked		Done	06/23/2017 11:10:17	Service Request has been Closed Unlinked.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/22/2017 12:26:53	MZV8DG	TACCLOSE	TAC Case Closing	FSE	Done	06/23/2017 11:10:07	FSE Unlinked
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	17[redacted]		
Comments							

Case #: [redacted] Unlinked

FSE: Tim Moran
SME: Kacy McCure
BQM: Peter Joslyn
DMA: Evert Dewyn

Concern: At a stop, foot brake pedal lifts with foot on it and then can also be heard and Engine would not start

Cause: Unable to duplicate the customers concern at this time. The dealer has driven the vehicle without duplicating the concern. The dealer reported that they drove with the customer and were unable to duplicate the concern.

Correction: "Replaced the K9 Body Control Module for this intermittent concern.The session log reveled that there are two codes set BCM-C0750.29 and EBCM U0422.71. Based on these codes the BCM be replaced and the vehicle evaluated.
"

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/13/2017 11:49:05	MZV8DG	MZV8DG	TAC Update		Done	06/13/2017 11:50:49	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		

Comments
Rod Anstett - Stated that he BCM has been installed anfd the vehicle is on an extended road test for this intermittent concern. Case Updates to Follow.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/08/2017 11:31:03	MZV8DG	MZV8DG	TAC Update		Done	06/08/2017 11:33:27	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		

Comments
I spoke with dealer shop foreman Rod Anstett he is going to check with dealer service manager and report back. Case Updates to Follow.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2017 15:23:10	MZV8DG	MZV8DG	TAC Update		Done	06/02/2017 15:29:14	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		

Comments
The session log reveled that there are two codes set BCM-C0750.29 and EBCM U0422.71. Based on these codes an the prior repair to correct the stall concern. I am rcommending that the the BCM be replaced and the vehicle evaluated.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2017 13:27:39	MZV8DG	MZV8DG	TAC Update		Done	06/02/2017 13:29:28	.
Last Name		**First Name**		**Account**	**BAC Code**		

Guetterman	Ben	Martin Chevrolet	173025

Comments

Spoke with service technician Rod Anstett, Rod has sent a session log to me for review, Case Updates to Follow,

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2017 12:56:38	CZFFTF	MZV8DG	NDCC Notify - FSE Action Reqd	West	Done	06/23/2017 11:06:43	FSE requested case

Last Name	First Name	Account	BAC Code
[redacted]		Martin Chevrolet	173[redacted]

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2017 12:56:28	CZFFTF	FSENDCC	TAC Assist	FSE	Done	06/02/2017 12:57:20	FSE requested case

Last Name	First Name	Account	BAC Code
[redacted]		Martin Chevrolet	173[redacted]

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
06/02/2017 12:56:24	CZFFTF	MZV8DG	SR Opened		Done	06/02/2017 12:56:24	SR in Status of Closed has been Re-Opened by CZFFTF

Last Name	First Name	Account	BAC Code
[redacted]		Martin Chevrolet	173[redacted]

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/22/2017 11:19:35	BZTG56	MZV8DG	SR Closed - Unlinked		Done	05/22/2017 11:19:35	Service Request has been Closed Unlinked.

Last Name	First Name	Account	BAC Code
[redacted]		Martin Chevrolet	173[redacted]

Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/19/2017 21:00:09	MZV8DG	TACCLOSE	TAC Case Closing	FSE	Done	05/22/2017 11:19:14	FSE Unlinked

Last Name	First Name	Account	BAC Code
[redacted]		Martin Chevrolet	173[redacted]

Comments

Complaint: At a stop, foot brake pedal lifts with foot on it and then can also be heard and Engine would not start

Cause: Unable to duplicate the customers concern at this time. The dealer has driven the vehicle without duplicating the concern. The dealer reported that they drove with the customer and were unable to duplicate the concern.

Correction: Replaced the X61A Junction Block for this intermittent concern.
*** Note: The technician and I reviewed the session log from 2/28/2017 we found that there were (8) eight codes set all in history:

TCCM = U0100.00, U0101.00, U0121.00, U0140, U0415.00
Radio Controls = B1325.03
HVAC Controls = B1325.03
Radio = U0164.00
Based off this historical information we referenced SI Doc 3619635. Using the diagnostic test probe called for on the connector end view. We physically examined the following connections for circuit 2500, 2501- GMHSLAN and referencing SI Doc 3619637 Circuit 5986 – Serial Data Wake Up:
X2, X4, X8 @ X61A Junction Block
X2 @ K69 Transfer Case Control Module
X138
X134
We found no physical issues with these connection and applied dielectric lubricant.
Based on the history of this vehicle I have requested that a X61A Junction Block be ordered and installed.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/18/2017 16:04:30	MZV8DG	MZV8DG	TAC Update		Done	05/18/2017 16:04:49	.
Last Name		**First Name**		**Account**	**BAC Code**		
[redacted]				Martin Chevrolet	173[redacted]		
Comments							
Changed Contact Name							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/18/2017 15:40:14	MZV8DG	MZV8DG	TAC Update		Done	05/18/2017 15:40:52	.
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	17[redacted]		
Comments							
Called Rod Anstett dealer shop foreman looking for an update.							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/10/2017 11:54:55	MZV8DG	MZV8DG	TAC Update		Done	05/10/2017 11:56:20	.
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							
5-9-2017 Onsite working with dealer shop foreman Rod Anstett. We are unable to duplicate the customers concern at this time. The dealer has driven the vehicle without duplicating the concern. The dealer reported that they drove with the customer and were unable to duplicate the concern. I connected the GDS2 scan tool. The only DTC recorded in history was in the Radio= U0164 – Lost comm with HVAC – history. Using a Buffalo Data Diagnostic tool all the modules on all the communications networks are communicating without a concern. The technician and I reviewed the session log from 2/28/2017 we found that there were (8) eight codes set all in history: TCCM = U0100.00, U0101.00, U0121.00, U0140, U0415.00 Radio Controls = B1325.03 HVAC Controls = B1325.03 Radio = U0164.00 Based off this historical information we referenced SI Doc 3619635. Using the diagnostic test probe called for on the connector end view. We							

physically examined the following connections for circuit 2500, 2501- GMHSLAN and referencing SI Doc 3619637 Circuit 5986 – Serial Data Wake Up:
X2, X4, X8 @ X61A Junction Block
X2 @ K69 Transfer Case Control Module
X138
X134
We found no physical issues with these connection and applied dielectric lubricant.
Based on the history of this vehicle I have requested that a X61A Junction Block be ordered and installed. The vehicle is to be road tested and report any DTC's recorded for this intermittent concern. Case Updates to Follow.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/04/2017 12:31:29	MZV8DG	MZV8DG	Ownership Changed		Done	05/04/2017 12:31:29	Service Request Ownership has changed FROM: DZ3Z9H TO: MZV8DG
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 17:54:08	CZCFJM	TZGPBZ	TAC Assist	WALK UP-LIVE	Done	05/03/2017 17:54:26	.
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 17:44:22	CZFFTF	MZV8DG	NDCC Notify - FSE Action Reqd	West	Done	05/19/2017 21:01:30	Lack of Progress
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 15:58:26	TZGPBZ	FSENDCC	TAC Escalation	Field Service Engineer	Done	05/03/2017 17:44:56	Lack of progress
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

This is Leland Larsen from the Certified Elite Dealer Team. This message is to notify you that this Service Request has been escalated to you. Please review the SR and provide appropriate assistance.

If further technical information is needed please contact the BQM/ SME provided below.

TAC Case: 8-[redacted]
SME Name: Leland Larsen
SME Phone: 866-960-6006

BQM Name:
BQM Phone:
Dealer Service Manager Name: Ben Guetterman

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 13:29:10		TACTCC	Email - Inbound		Done	05/04/2017 08:20:03	FW: DMA Requesting FSE - 8-2862665584 - BAC 173[redacted] - 2015 Silverado

Last Name	First Name	Account	BAC Code
Dewyn	Evert	Martin Chevrolet	173[redacted]

Comments

Rick -

FYI; due to the nature of the reported concern (brakes - safety item), I'd ask that we get an FSE involved.

Evert De Wyn III
District Manager Aftersales
Chevrolet Division
(702) 280-5842
evert.dewyn@gm.com

----Original Message----
From: Larry Duren (C)
Sent: Wednesday, May 3, 2017 10:26 AM
To: Evert DeWyn <evert.dewyn@chevrolet.com>
Subject: RE: DMA Requesting FSE - [redacted] - BAC 173[redacted] - 2015 Silverado

Evert,

The customer had a legal case [redacted] however it has been closed. The customer has not retained an attorney.

----Original Message----
From: Evert DeWyn
Sent: Wednesday, May 03, 2017 12:36 PM
To: Larry Duren (C)
Subject: FW: DMA Requesting FSE - [redacted] - BAC 173[redacted] - 2015 Silverado

Larry -

Per the following, has this customer retained an attorney? Please advise. Thanks!

Evert De Wyn III
District Manager Aftersales
Chevrolet Division
[redacted]
evert.dewyn@gm.com

----Original Message----
From: TACHELP@gm.com [mailto:TACHELP@gm.com]
Sent: Wednesday, May 3, 2017 9:31 AM
To: Evert DeWyn <evert.dewyn@chevrolet.com>

Subject: DMA Requesting FSE - [redacted] - BAC 173[redacted] - 2015 Silverado

Greetings Evert,

TCC received your voicemail message requesting FSE assistance. I am forwarding TAC SR [redacted] to an ETA for case review / handling per process - with an FSE being dispatched on the case if the ETA is unable to support.

I searched the VIN and I do not see where the cas...

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 12:29:25	DZK30K	DZK30K	Email - Outbound		Done	05/03/2017 12:31:00	DMA Requesting FSE - [redacted] BAC 173[redacted] - 2015 Silverado

Last Name	First Name	Account	BAC Code
De Wyn	Evert	Martin Chevrolet	173[redacted]

Comments

Greetings Evert,

TCC received your voicemail message requesting FSE assistance. I am forwarding TAC SR 8[redacted] to an ETA for case review / handling per process - with an FSE being dispatched on the case if the ETA is unable to support.

I searched the VIN and I do not see where the case is a legal FRA. Is this case legal? If this is a legal FRA please contact TCC back and an FSE will be dispatched.

Thank you very much,

Nelson Dobert (Rick)
Technical Contact Center for GM Technical Assistance
An Associate of Morley Companies
1-877-446-8227 prompt 5
tachelp@gm.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 11:00:21	DZK30K	TACFST	TAC Assist	Escalation	Done	05/03/2017 17:53:59	DMA Evert DeWyn requesting FSE assistance

Last Name	First Name	Account	BAC Code
Anstett	Rodney	Martin Chevrolet	173[redacted]

Comments

DMA Inbound

DMA Name: Evert DeWyn
DMA Contact Info: 702-280-5842
CAC SR #: [redacted]
TAC Case #: 8-[redacted]

Reason for call: DMA requesting FSE

Dealer Contact Name/Number: Rodney Anstett – technician - (310) 378-0211

Is Vehicle at the dealer right now? yes

Comments: DMA called requesting FSE assistance for this case. DMA stated the dealership is following TAC's recommendations but is unable to fix the while driving they will comes to a stop and the pedal feels like it pushing back on your foot and the pedal was hard concern. DMA states break concern. DMA feels this is a safety concern and stated in his voicemail this was an FRA. There is a Exec CAC case for the concern also. I advised the DMA that I would forward the case to TAC and the SME would contact the Dealership.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/03/2017 10:59:38	DZK30K	DZK30K	TAC Case Support	DMA Request	Done	05/03/2017 12:26:50	DMA Evert DeWyn requesting FSE assistance (through TAC voice mail)
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							
Escalated case							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2017 17:53:50	TZGPBZ	TACFST	TAC Assist	E-Team	Done	05/03/2017 17:53:56	FSE request
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							
Please review the case and get back with me							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2017 17:52:08	TZGPBZ	TZGPBZ	TAC Alarm	Follow Up	Done	05/22/2017 11:12:20	[redacted]
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2017 17:51:47	TZGPBZ	TZGPBZ	TAC Update	Technician/Dealer	Done	05/02/2017 17:52:05	CED
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Caller's Name & Position (For rental facilities, list phone # & shop address):
Rodney Anstett Tech

Customer Concern:
At stop, foot brake pedal lifts with foot on it and then can also be heard.

_4__ Times In *not for same-day return calls
_5__ Days Down (*)
_n__ on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles (or if unknown), ask:
_y__ is vehicle at the dealer?

_n__ is it a stock unit?

Caller states (Results of Previous Suggestions, SI docs, DTCs, Verified? etc.):
- Brake pedal popped up, PRNDL switched to park, engine shut off Engine restarted immediately
- They have yet to get the concern to happen
- Looking for an FSE

Advised caller (your suggestions, info source, etc.):
- I would do some research and get back with them

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2017 17:19:47	LZV9C4	LZV9C4	TAC Inbound Call	Diagnostics	Done	05/02/2017 17:20:34	[redacted] ro [redacted] miles 66256
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
05/02/2017 17:19:04	LZV9C4	DZ3Z9H	SR Opened		Done	05/02/2017 17:19:04	SR in Status of Closed has been Re-Opened by LZV9C4
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/15/2017 03:35:06	SADMIN	SYSCLOSE	SR Closed - System Auto Close		Done	04/15/2017 03:35:06	Service Request has been Closed System Auto Close.
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/04/2017 11:21:50	DZ3Z9H	DZ3Z9H	TAC Update	Technician/Dealer	Done	04/04/2017 11:30:16	nocrank hard pedal
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Caller's Name & Position: Rodney Anstett – technician

Customer Concern: Customer concern: At stop, foot brake pedal lifts with foot on it and then can also be heard.

Engine would not start. No crank, had to wait 5 minutes before it started.

_3__ Times In *not for same-day return calls

_4__ Days Down
_n__ on first call, ask if there aftermarket accessories/modifications present? List:

For Action Center Vehicles, ask:
___ is vehicle at the dealer?
___ is it a stock unit?

Caller states:
- Customer states that when they are driving, they will comes to a stop and the pedal feels like it pushing back on your foot and the pedal was hard
- Intermittently the vehicle will not crank
- Had to wait for 5 mins or more and the vehicle cranks
- Unable to duplicate this concern
- Performed PIT5405C, PIT5307E, PIT5457A with no concerns found
- Battery cables volt dropped less than spec
- B3055 set in history
- Looking for direction

Advised caller:
- Past cases of vacuum pump replacement for the hard brake pedal
- Compare vacuum sensor reading with known good like vehicle on start up
- Get more information from the customer for the nocrank concern
- Check to see if there are any keys on the key ring that could be interfering with the transponder value
- Past cases of bad keys and tdm with 2 new key replacement
- Duplicate the concern

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/04/2017 11:19:31	DZ3Z9H	DZ3Z9H	Ownership Changed		Done	04/04/2017 11:19:35	Service Request Ownership has changed FROM: LZPCWM TO: DZ3Z9H
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		
Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
04/04/2017 11:03:55	LZPCWM	LZPCWM	TAC Inbound Call	CED	Done	04/04/2017 11:07:34	Customer concern: At stop, foot brake pedal lifts with foot on it and then can also be heard. Engine would not start. No crank, had to
Last Name		**First Name**		**Account**	**BAC Code**		
Anstett		Rodney		Martin Chevrolet	173[redacted]		

Comments	
___Case_Info___ BAC: 173[redacted] State: CA - California RO: [redacted] Mileage: 64,130 Contact: Rodney Anstett-Shop Foreman Phone: (425) 501-1966 VIN: 3GCUKREC4FG[redacted] SR#: [redacted] Group: Chassis / Electrical ___Template_Questions___ Times In: 3 Days Down: 4 Aftermarket Acc./Modifications: No Concern Duplicated: No SI Documents Used: Yes Documents: 4229661 Vehicle at Dealer: Yes Stock Vehicle: No Vehicle Towed In: No	wait 5 minutes before it started.

End of Report

PE18-012

GM

3-27-2019

Q3



Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	[redacted]			Approval	Not Initiated	Area	Legal
City	Manhattan Beach	Zip	[redacted] State CA	UCC	Electrical Gauges - Instrument Cluster - Electronic / Digital	Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Martin Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	08/16/2017 15:28:05
Serial/VIN #	3GCUKREC4FG[redacted]	Mileage	73709	Priority	Medium License # CHEVROLET	Owner	QZ3L2C
Model	Silverado 1500	Model Year	2015	Status	Pending GM Legal Staff Apvl	Opened	Jul 14, 2017 11:17 AM
Make	Chevrolet	Warranty Start	06/20/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA - BRC LEGAL Lawsuit ER (CEC)						
Customer Description	Bickel - CA This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Zenia at 5195042 . If caller is a customer, refer them to their attorney.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**		**Inspection Date/Time**	
Veh Damage Description				**Explain Other**			

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2017 3:47 PM	QZ3L2C	QZ3L2C	Correspondence		Done	08/16/2017 15:47:35	Fulfilled:BRCLEG_LG0037. SR#[redacted]
Last Name	**First Name**	**Account**	**BAC Code**				
Sjolander	Amy						
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:07 PM	LZ2NV9	QZ3L2C	Notify CRM	Case Review Complete	Done	08/15/2017 19:50:58	Recommendation supported.
Last Name	**First Name**	**Account**	**BAC Code**				
[redacted]		The Bickel Law Firm	CA				
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:06 PM	LZ2NV9	LZ2NV9	GM PreApprov	GM PreAppd	Done	08/14/2017 16:07:11	Recommendation supported.

al

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Case review complete.

Rocky Farias
GM LS
General Motors Legal Coordinator

Confidential Comments

Recommendation of removal supported.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:06 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Scheduled Alarm		Remove to LC

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:51 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/14/2017 16:06:02	pending GMLS REVIEW

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:50 AM	QZ3L2C	BRCWCASEREVIEW	BRC Case Review	Case Review Approved	Done	08/14/2017 16:06:56	Waiting case review from legal coord

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:42 AM	QZ3L2C	QZ3L2C	BRC Case Review	Submit For Legal Coord Review	Done	08/09/2017 09:50:50	Case submitted for review and assigned to queue

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Remove to local counsel

Vehicle appears to have been down for a total of 41 day down

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 6:49 PM	CZ51FH	QZ3L2C	Notify CRM		Done	08/09/2017 09:42:15	Case Assessment Approved

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Case Assessment Approved

Shannon/BRCLegal/ATX/5914344

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 7, 2017 6:32 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/09/2017 09:42:11	pending case assess review
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 6:32 PM	QZ3L2C	CZ51FH	Notify CRM		Done	08/08/2017 18:49:03	please review updated assessment
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 3, 2017 6:09 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/07/2017 18:32:09	finish correction
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 1, 2017 6:41 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/03/2017 18:08:59	finish correction
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 28, 2017 10:37 AM	CZ51FH	QZ3L2C	Notify CRM		Done	08/01/2017 18:41:17	Case Assessment Returned
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Please see email for corrections Shannon/BRCLegal/ATX/5914344							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:13 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/01/2017 18:41:13	pending case assess review
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:13 PM	QZ3L2C	CZ51FH	Notify CRM		Done	07/28/2017 10:37:45	please review case assess
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:12 PM	QZ3L2C	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/27/2017 14:13:19	VIN Scan Completed
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted]	BICKEL LAW FIRM	CA

Comments

No new information found

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:12 PM	QZ3L2C	QZ3L2C	BRC LEGAL	Case Assessment Complete	Done	07/27/2017 14:12:58	Case Assessment Complete

Last Name	First Name	Account	BAC Code
[redacted]		BICKEL LAW FIRM	CA

Comments

Case Assessment Complete

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 6:30 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/27/2017 14:12:43	follow up to move on less sales

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 4:59 PM	QZ3L2C	QZ3L2C	Outbound Call Dealer	Made Contact	Done	07/26/2017 17:11:41	Selling Dealer Name:Martin Chevrolet BAC:1730 A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Spoke with: Monique

CRS sts:
-disclaimer
-calling because i need to know the last day a tech work on vehicle for RO:
[redacted]
-also need to make sure dlr has any info of aftermarket items or vehicle being in a collision

Dlr adv
[redacted] **last servviced june 29**
[redacted] **done on may12th**
-no notes of aftermarket or collisions

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 25, 2017 4:28 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/26/2017 18:31:13	finish case assess

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 3:56 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/25/2017 16:29:20	case assess

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Get info on accidents and aftermarket modifications

CA updated and reattached

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 3:52 PM	QZ3L2C	QZ3L2C	Inbound Fax	Dealer	Done	07/19/2017 15:53:28	Selling Dealer Name:Martin Chevrolet BAC:1[redacted] A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211 Servicing Dealer Name:Nissani Bros Chevrolet BAC:292[redacted] A:6101 W Slauson Ave Culver City CA 90230 P:4242167400

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Service docs received

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:42 AM	QZ3L2C	QZ3L2C	Outbound Call Dealer	Received No Answer	Done	07/18/2017 11:04:03	Servicing Dealer Name:Nissani Bros Chevrolet BAC:292[redacted] A:6101 W Slauson Ave Culver City CA 90230 P:4242167400 Service Manager: JON MENGE(No longer at dlr) F: E:Jonathan Menge <jmenge@simpsongm.com>

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Spoke with:

CRS sts:
-disclaimer
-im calling because i need service docs from this dlr

Dlr adv:
-service superviosrs are in meeting.

CRS ask for email

Dlr ask to put on hold but disconnects

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:40 AM	QZ3L2C	QZ3L2C	Inbound Email	Dealer	Done	07/18/2017 10:41:15	Selling Dealer Name:Martin Chevrolet BAC:1[redacted] A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211 Service Manager: BEN GUETTERMAN F: E:bguetterman@martinchevrolet.com

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

My document clerk is getting the documents for you. She will send to you soon.

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:56 PM	QZ3L2C	QZ3L2C	Outbound Email	Dealer	Done	07/17/2017 18:57:00	Servicing Dealer Name:Nissani Bros Chevrolet BAC:29[redacted] A:6101 W Slauson Ave Culver City CA 90230 P:4242167400 Service Manager: JON MENGE F: E:Jonathan Menge <jmenge@simpsongm.com>

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer Name [redacted]
SR#: [redacted]
VIN#:3GCUKREC4FG[redacted]
Y,M,M: 2015 Chevrolet Silverado

Please see attachment.
Thank you,

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:54 PM	QZ3L2C	QZ3L2C	Outbound Email	Dealer	Done	07/17/2017 18:56:33	**********

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please send sales and service

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Selling Dealer Name:Martin Chevrolet
BAC:1[redacted]
A:23505 Hawthorne BLVD
Torrance CA 90505
P:3103780211

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:51 PM	QZ3L2C	QZ3L2C	Inbound Email	Field Rep/Wholesale	Done	07/17/2017 18:52:18	***for brc use only***

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

b

Paul Wasko
Chevrolet
District Mgr. Aftersales
805.217.2835

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

DMA:Paul Wasko
P:805-217-2835
E:paul.wasko@gm.com

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Jul 17, 2017 6:50 PM	QZ3L2C	QZ3L2C	Inbound Email	Field Rep/Wholesale	Done	07/18/2017 11:10:52	***FOR BRC USE ONLY***
Last Name	First Name		Account		BAC Code		DMA:Paul Wasko P:805-217-2835 E:paul.wasko@gm.com
[redacted]							
Comments							
B Zenia.BRCLEAGAL.ATX.5915042.Lv1							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:46 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/19/2017 15:56:53	if no docs then escalate case
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:46 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/17/2017 18:57:11	check to see if dlr sent docs
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jul 15, 2017 10:35 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:35:07	
Last Name	First Name		Account		BAC Code		Fulfilled:BRCLEG_LG0040_CHV, SR#
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:35 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:35:02	Fulfilled:BRCLEG_LG0006, SR#
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:30 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:30:55	Created:BRCLEG_LG0040_CHV, SR#
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:30 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:30:25	Created:BRCLEG_LG0040_CD, SR#
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:22 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:22:15	Created:BRCLEG_LG0006. SR#[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - Dealer	Done	07/15/2017 10:45:58	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Servicing Dealer Name:Nissani Bros Chevrolet
BAC:292[redacted]
A:6101 W Slauson Ave
Culver City CA 90230
P:4242167400

Service Manager: JON MENGE
F:
E:Jonathan Menge <jmenge@simpsongm.com>

Selling Dealer Name:Martin Chevrolet
BAC:1[redacted]
A:23505 Hawthorne BLVD
Torrance CA 90505
P:3103780211

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Sent Dlr Ack Via Email

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - AVM	Done	07/15/2017 10:45:19	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

FOR BRC USE ONLY

DMA:Evert DeWyn
P:702-280-5842
E:evert.dewyn@gm.com

DMA:Paul Wasko
P:805-217-2835
E:paul.wasko@gm.com

Sent DMA Ack via email

Zenia,BRCLEAGAL_ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement -Local Counsel	Done	07/15/2017 10:44:30	Acknowledgement -Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Amy Sjolander
Ruben & Sjolander
20750 Ventura Blvd
Suite 101
Woodland Hills, CA 91364

FWRD LC Ack via email

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - Atty/Cust	Done	07/15/2017 10:43:57	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Law Firm Info: The Bickel Law Firm
PC: John J. Weber
P#: 6193744100
F#:6192319040
E:angelamason@bickellawfirm.com
A: 701 B ST. Suite 1200 San Diego CA 92101

Sent PC Ack via email

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/15/2017 10:43:33	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

VIN Scan

Comments: Previous SR's Found: Yes/No

[redacted]CAC CEC
Opened-3/9/2017-4/4/2017
Concern - Early Repsonse/Brake Issues

Resolution - Denied repurchase

8-[redacted]Executive CAC
Opened-4/3/2017-5/15/2017
Concern - EM/CA/ Brakes - Vehicle Stall
Resolution - Repair vehicle

8[redacted]TAC
Opened-4/4/2017-6/23/2017
Concern - At stop, foot brake pedal lifts with foot on it

and then can also be heard.
Resolution - "Replaced the K9 Body Control Module for this

intermittent concern.The session log reveled that there are

two codes set BCM-C0750.29 and EBCM U0422.71. Based on

these codes the BCM be replaced and the vehicle evaluated.

Open Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	Notify CRM	Other	Done	07/15/2017 10:43:15	ER Lawsuit has been assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Please review related SR #[redacted]for supporting documentation, if any. Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	Ownership Changed		Done	07/14/2017 11:32:06	Service Request Ownership has changed FROM: BZSXG2 TO: QZ3L2C

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:31 AM	BZSXG2	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/15/2017 10:43:11	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

VIN Scan Completed. SR's found associated to this VIN:
[redacted]
BRC LEGAL (CEC)
Executive CAC
TAC US

Joshua/BRC Legal/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:31 AM	BZSXG2	QZ3L2C	BRC LEGAL	Assigned Lawsuit ER	Done	07/15/2017 10:43:07	Assigned Lawsuit ER

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Assigned Lawsuit ER

Joshua/BRC LEGAL/WF/5911241

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Jul 14, 2017 11:17 AM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	07/14/2017 11:17:51	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N34	Electrical Gauges - Instrument Cluster - Electronic / Digital	No Symptom Indicated
H01	Brakes - General	No Symptom Indicated
J01	Engine - General	No Symptom Indicated

End of Report

PE18-012

GM

3-27-2019

Q3



Service Request Activities – UCC PAR

Service Request Detail

SR No.	[redacted]	Ref No.	[redacted]	Cost Ast.	No Goodwill Offered	BRC Type	Legal
Account		Site/BAC		GW SubType		Business Unit	BRC
Address	221 El Porto St			Approval	Not Initiated	Area	Legal
City	Manhattan Beach	Zip	90266-3126 State CA	UCC	Electrical Gauges - Instrument Cluster - Electronic / Digital	Sub-Area	Lawsuit
Last Name	[redacted]	First Name	[redacted]	Involved Dlr	Martin Chevrolet	Safety	
Daytime #	[redacted]	Evening #	[redacted]	Source	White Mail	Updated	08/16/2017 15:28:05
Serial/VIN #	3GCUKREC4F[redacted]	Mileage	73709	Priority	Medium License # CHEVROLET	Owner	QZ3L2C
Model	Silverado 1500	Model Year	2015	Status	Pending GM Legal Staff Apvl	Opened	Jul 14, 2017 11:17 AM
Make	Chevrolet	Warranty Start	06/20/2015 00:00:00	Sub Status	Dissatisfied	Closed	
Cust Concern	CA - BRC LEGAL Lawsuit ER (CEC)						
Customer Description	Bickel - CA This is a BRC Legal Case. Do not assume case. Forward any Attorney inquiries to Zenia at 5195042 . If caller is a customer, refer them to their attorney.						

Pre-Par

PAR Notifier	Incident Date/Time	Injuries	# Other Veh	# People in Veh	Road Surface	Road Cond	Fire Report#	Police Report#

Driver Last Name	Driver First Name	Height	DOB	Disabilities

Insurance Agent Last Name	Insurance Agent First Name	Phone #	Insurance Agency

Service Request Activities – UCC PAR

Incident Loc		**Incident Desc**	
Component		**Damage Desc**	
Vehicle Loc		**Add'l Info**	
Emergency Svc Names		**Maint Loc**	

PAR Detail

Collision		**Non Collision**		**Property Damage**		**Thermal Event**	
Spec Equip							
Vehicle Speed		**Weather Condition**		**Prop Owner**		**Property Type**	
Last Service Date		**Loc Last Service**		**Property Location**		**Prop Est Repair Cost**	
Veh Est Repair Cost		**Spec Equip Installer**		**Prop Damage Description**			

Primary Veh Use		**Inspection Type**		**Inspected By**	**Inspection Date/Time**
Veh Damage Description				**Explain Other**	

Activities

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 16, 2017 3:47 PM	QZ3L2C	QZ3L2C	Correspondence		Done	08/16/2017 15:47:35	Fulfilled:BRCLEG_LG0037. SR[redacted]

Last Name	First Name	Account	BAC Code
Sjolander	Amy		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:07 PM	LZ2NV9	QZ3L2C	Notify CRM	Case Review Complete	Done	08/15/2017 19:50:58	Recommendation supported.

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:06 PM	LZ2NV9	LZ2NV9	GM PreApprov	GM PreAppd	Done	08/14/2017 16:07:11	Recommendation supported.

Service Request Activities – UCC PAR

al

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments
Case review complete.

Rocky Farias
GM LS
General Motors Legal Coordinator

Confidential Comments
Recommendation of removal supported.

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 14, 2017 4:06 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Scheduled Alarm		Remove to LC

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:51 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/14/2017 16:06:02	pending GMLS REVIEW

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:50 AM	QZ3L2C	BRCWCASEREVIEW	BRC Case Review	Case Review Approved	Done	08/14/2017 16:06:56	Waiting case review from legal coord

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 9, 2017 9:42 AM	QZ3L2C	QZ3L2C	BRC Case Review	Submit For Legal Coord Review	Done	08/09/2017 09:50:50	Case submitted for review and assigned to queue

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Remove to local counsel

Vehicle appears to have been down for a total of 41 day down

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 8, 2017 6:49 PM	CZ51FH	QZ3L2C	Notify CRM		Done	08/09/2017 09:42:15	Case Assessment Approved

Last Name	First Name	Account	BAC Code
[redacted]		The Bickel Law Firm	CA

Comments

Case Assessment Approved

Shannon/BRCLegal/ATX/5914344

Confidential Comments

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Aug 7, 2017 6:32 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/09/2017 09:42:11	pending case assess review
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 7, 2017 6:32 PM	QZ3L2C	CZ51FH	Notify CRM		Done	08/08/2017 18:49:03	please review updated assessment
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 3, 2017 6:09 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/07/2017 18:32:09	finish correction
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Aug 1, 2017 6:41 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/03/2017 18:08:59	finish correction
Last Name	First Name		Account		BAC Code		
[redacted]			The Bickel Law Firm		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 28, 2017 10:37 AM	CZ51FH	QZ3L2C	Notify CRM		Done	08/01/2017 18:41:17	Case Assessment Returned
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Please see email for corrections Shannon/BRCLegal/ATX/5914344							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:13 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	08/01/2017 18:41:13	pending case assess review
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:13 PM	QZ3L2C	CZ51FH	Notify CRM		Done	07/28/2017 10:37:45	please review case assess
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]			BICKEL LAW FIRM		CA		
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:12 PM	QZ3L2C	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/27/2017 14:13:19	VIN Scan Completed
Last Name	**First Name**		**Account**		**BAC Code**		

[redacted]	BICKEL LAW FIRM	CA

Comments

No new information found

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 27, 2017 2:12 PM	QZ3L2C	QZ3L2C	BRC LEGAL	Case Assessment Complete	Done	07/27/2017 14:12:58	Case Assessment Complete

Last Name	First Name	Account	BAC Code
[redacted]		BICKEL LAW FIRM	CA

Comments

Case Assessment Complete

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 6:30 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/27/2017 14:12:43	follow up to move on less sales

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 26, 2017 4:59 PM	QZ3L2C	QZ3L2C	Outbound Call Dealer	Made Contact	Done	07/26/2017 17:11:41	Selling Dealer Name:Martin Chevrolet BAC:1730 A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Spoke with: Monique

CRS sts:
-disclaimer
-calling because i need to know the last day a tech work on vehicle for RO:
[redacted]
-also need to make sure dlr has any info of aftermarket items or vehicle being in a collision

Dlr adv
[redacted]ast servviced june 29
[redacted]done on may12th
-no notes of aftermarket or collisions

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 25, 2017 4:28 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/26/2017 18:31:13	finish case assess

Last Name	First Name	Account	BAC Code
[redacted]	[redacted]		

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 3:56 PM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/25/2017 16:29:20	case assess

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Get info on accidents and aftermarket modifications

CA updated and reattached

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 19, 2017 3:52 PM	QZ3L2C	QZ3L2C	Inbound Fax	Dealer	Done	07/19/2017 15:53:28	Selling Dealer Name:Martin Chevrolet BAC:1[redacted] A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211 Servicing Dealer Name:Nissani Bros Chevrolet BAC:292[redacted] A:6101 W Slauson Ave Culver City CA 90230 P:4242167400

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Service docs received

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:42 AM	QZ3L2C	QZ3L2C	Outbound Call Dealer	Received No Answer	Done	07/18/2017 11:04:03	Servicing Dealer Name:Nissani Bros Chevrolet BAC:292[redacted] A:6101 W Slauson Ave Culver City CA 90230 P:4242167400 Service Manager: JON MENGE(No longer at dlr) F: E:Jonathan Menge <jmenge@simpsongm.com>

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Spoke with:

CRS sts:
-disclaimer
-im calling because i need service docs from this dlr

Dlr adv:
-service superviosrs are in meeting.

CRS ask for email

Dlr ask to put on hold but disconnects

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 18, 2017 10:40 AM	QZ3L2C	QZ3L2C	Inbound Email	Dealer	Done	07/18/2017 10:41:15	Selling Dealer Name:Martin Chevrolet BAC:1730 A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211 Service Manager: BEN GUETTERMAN F: E:bguetterman@martinchevrolet.com

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

My document clerk is getting the documents for you. She will send to you soon.

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:56 PM	QZ3L2C	QZ3L2C	Outbound Email	Dealer	Done	07/17/2017 18:57:00	Servicing Dealer Name:Nissani Bros Chevrolet BAC:292842 A:6101 W Slauson Ave Culver City CA 90230 P:4242167400 Service Manager: JON MENGE F: E:Jonathan Menge <jmenge@simpsongm.com>

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Customer Name[redacted]
SR#: [redacted]
VIN#:[redacted]
Y,M,M: 2015 Chevrolet Silverado

Please see attachment.
Thank you,

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:54 PM	QZ3L2C	QZ3L2C	Outbound Email	Dealer	Done	07/17/2017 18:56:33	**********

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Please send sales and service

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Description

Selling Dealer Name:Martin Chevrolet
BAC:[redacted]
A:23505 Hawthorne BLVD
Torrance CA 90505
P:3103780211

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 17, 2017 6:51 PM	QZ3L2C	QZ3L2C	Inbound Email	Field Rep/Wholesale	Done	07/17/2017 18:52:18	***for brc use only***

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

b

Paul Wasko
Chevrolet
District Mgr. Aftersales
805.217.2835

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Description

DMA:Paul Wasko
P:805-217-2835
E:paul.wasko@gm.com

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

			Type				
Jul 17, 2017 6:50 PM	QZ3L2C	QZ3L2C	Inbound Email	Field Rep/Wholesale	Done	07/18/2017 11:10:52	***FOR BRC USE ONLY***

Last Name	First Name	Account	BAC Code	
[redacted]				DMA:Paul Wasko P:805-217-2835 E:paul.wasko@gm.com

Comments

B
Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:46 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/19/2017 15:56:53	if no docs then escalate case

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:46 AM	QZ3L2C	QZ3L2C	Scheduled Follow up		Done	07/17/2017 18:57:11	check to see if dlr sent docs

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jul 15, 2017 10:35 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:35:07	
Last Name	First Name		Account		BAC Code		Fulfilled:BRCLEG_LG0040_CHV, SR# [redacted]
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:35 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:35:02	Fulfilled:BRCLEG_LG0006, SR# [redacted]
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:30 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:30:55	Created:BRCLEG_LG0040_CHV, SR# [redacted]
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:30 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:30:25	Created:BRCLEG_LG0040_CD, SR# [redacted]
Last Name	First Name		Account		BAC Code		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 15, 2017 10:22 AM	QZ3L2C	QZ3L2C	Correspondence		Done	07/15/2017 10:22:15	Created:BRCLEG_LG0006. SR#[redacted]

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - Dealer	Done	07/15/2017 10:45:58	Acknowledgement - Dealer

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Servicing Dealer Name:Nissani Bros Chevrolet
BAC:292[redacted]
A:6101 W Slauson Ave
Culver City CA 90230
P:4242167400

Service Manager: JON MENGE
F:
E:Jonathan Menge <jmenge@simpsongm.com>

Selling Dealer Name:Martin Chevrolet
BAC:1[redacted]
A:23505 Hawthorne BLVD
Torrance CA 90505
P:3103780211

Service Manager: BEN GUETTERMAN
F:
E:bguetterman@martinchevrolet.com

Sent Dlr Ack Via Email

Zenia.BRCLEAGAL_ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - AVM	Done	07/15/2017 10:45:19	Acknowledgement - AVM

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

FOR BRC USE ONLY

DMA:Evert DeWyn
P:702-280-5842
E:evert.dewyn@gm.com

DMA:Paul Wasko
P:805-217-2835
E:paul.wasko@gm.com

Sent DMA Ack via email

Zenia,BRCLEAGAL_ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement -Local Counsel	Done	07/15/2017 10:44:30	Acknowledgement -Local Counsel

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Amy Sjolander
Ruben & Sjolander
20750 Ventura Blvd
Suite 101
Woodland Hills, CA 91364

FWRD LC Ack via email

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	Acknowledgement - Atty/Cust	Done	07/15/2017 10:43:57	Acknowledgement - Atty/Cust

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Law Firm Info: The Bickel Law Firm
PC: John J. Weber
P#: 6193744100
F#:6192319040
E:angelamason@bickellawfirm.com
A: 701 B ST. Suite 1200 San Diego CA 92101

Sent PC Ack via email

Zenia,BRCLEAGAL,ATX,5915042,Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/15/2017 10:43:33	VIN Scan Performed

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

VIN Scan

Comments: Previous SR's Found: Yes/No

8[redacted]CAC CEC
Opened-3/9/2017-4/4/2017
Concern - Early Repsonse/Brake Issues

Resolution - Denied repurchase

[redacted]Executive CAC
Opened-4/3/2017-5/15/2017
Concern - EM/CA/ Brakes - Vehicle Stall
Resolution - Repair vehicle

8-[redacted]TAC
Opened-4/4/2017-6/23/2017
Concern - At stop, foot brake pedal lifts with foot on it

and then can also be heard.
Resolution - "Replaced the K9 Body Control Module for this

intermittent concern.The session log reveled that there are

two codes set BCM-C0750.29 and EBCM U0422.71. Based on

these codes the BCM be replaced and the vehicle evaluated.

Open Recalls- N
Branded Title/ Warranty Block – No

Previous Goodwill-No

Zenia.BRCLEAGAL.ATX.5915042.Lv1

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	Notify CRM	Other	Done	07/15/2017 10:43:15	ER Lawsuit has been assigned

Last Name	First Name	Account	BAC Code
[redacted]			

Comments
Please review related SR #[redacted]for supporting documentation, if any. Thank you.

Confidential Comments

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description

Jul 14, 2017 11:32 AM	BZSXG2	QZ3L2C	Ownership Changed		Done	07/14/2017 11:32:06	Service Request Ownership has changed FROM: BZSXG2 TO: QZ3L2C
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:31 AM	BZSXG2	QZ3L2C	BRC LEGAL	VIN Scan Completed	Done	07/15/2017 10:43:11	VIN Scan Performed
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
VIN Scan Completed. SR's found associated to this VIN: [redacted] **BRC LEGAL (CEC)** **Executive CAC** **TAC US** **Joshua/BRC Legal/WF/5911241**							
Confidential Comments							

Created	Created By	Assigned To	Activity Type	Sub-Type	Status	Actual Completion	Description
Jul 14, 2017 11:31 AM	BZSXG2	QZ3L2C	BRC LEGAL	Assigned Lawsuit ER	Done	07/15/2017 10:43:07	Assigned Lawsuit ER
Last Name	**First Name**		**Account**		**BAC Code**		
[redacted]							
Comments							
Assigned Lawsuit ER **Joshua/BRC LEGAL/WF/5911241**							
Confidential Comments							

Created	Created By	Assigned To	Activity	Sub-Type	Status	Actual Completion	Description

Service Request Activities – UCC PAR

			Type				
Jul 14, 2017 11:17 AM	BZSXG2	BZSXG2	Ownership Changed	Ownership Escalated to BRC	Done	07/14/2017 11:17:51	Ownership Escalated to BRC

Last Name	First Name	Account	BAC Code
[redacted]			

Comments

Confidential Comments

UCC Information

UCC Code	Description	Symptom
N34	Electrical Gauges - Instrument Cluster - Electronic / Digital	No Symptom Indicated
H01	Brakes - General	No Symptom Indicated
J01	Engine - General	No Symptom Indicated

End of Report

PE18-012

GM

3-27-2019

Q3



Zenia Tate (C)

From: Samantha Newton (C)
Sent: Thursday, July 27, 2017 1:26 PM
To: Zenia Tate (C)
Subject: RE: no sales

Approved

Samantha – BRC Legal Supervisor
General Motors LLC
Business Resource Center
Phone: 512-389-7079
Fax: 866-270-0208

From: Zenia Tate (C)
Sent: Wednesday, July 26, 2017 5:30 PM
To: Samantha Newton (C)
Subject: no sales

Customer Name [redacted]
SR#: [redacted]
VIN#:3GCUKREC4FG[redacted]
Y,M,M: 2015 Chevrolet Silverado

Can I move on less sales

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

PE18-012

GM

3-27-2019

Q3



Zenia Tate (C)

From: PAUL WASKO
Sent: Monday, July 17, 2017 10:34 AM
To: Zenia Tate (C)
Subject: RE: BRC-Legal Initial Notification of lawsuit for [redacted]

b

Paul Wasko
Chevrolet
District Mgr. Aftersales
805.217.2835

CHEVROLET

From: Zenia Tate (C)
Sent: Saturday, July 15, 2017 7:41 AM
To: PAUL WASKO <paul.wasko@chevrolet.com>; Evert DeWyn <evert.dewyn@chevrolet.com>
Subject: BRC-Legal Initial Notification of lawsuit for [redacted]

Involved Law Firm: The Bickel Law Firm
Service Request: [redacted]
Customer Last Name: [redacted]
Involved Dealership: Selling Dealer Name:Martin Chevrolet BAC:1[redacted] Torrance CA; Servicing Dealer Name:Nissani Bros Chevrolet BAC:292[redacted] Culver City CA
VIN: 3GCUKREC4FG[redacted]
Vehicle: 2015 Chevrolet Silverado

Dear DMAs,

This email is being sent to notify you of a lawsuit in your region. The Technical Assistance Center has been involved 8-[redacted] **Due to time constraints, a response to this email is required within 24 hours.**

This is a lawsuit, and the customer is now represented by an attorney. This matter has been referred to the Early Resolution program for settlement review, and we would like you to review 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 <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 **24** hours. If a response is not received within 24 hours, the default option will be "B". Your written feedback will be documented and your 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.

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

PE18-012

GM

3-27-2019

Q3



Zenia Tate (C)

From: GM P2P File Delivery <noreply-p2pfd@gm.com>
Sent: Wednesday, August 16, 2017 5:42 PM
To: Zenia Tate (C)
Subject: Submission of package "864425" completed successfully

Dear zenia.tate@gm.com,

Your package submission entitled "864425" has completed successfully.

More information is available via the following link: Check Package Status (External user link)

Thank you.