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

PE18-012

GM

3-27-2019

Q3

[redacted]

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:
(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

Clerk, by SHERRI R. CARTER *(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 citatión use el formulario Proof of Service of Summons, *(POS-010)).*

[SEAL]

NOTICE TO THE PERSON SERVED: You are served
1. ☐ as an individual defendant.
2. ☐ as the person sued under the fictitious name of *(specify):*
3. ☒ on behalf of *(specify):* 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)
   ☒ 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

[redacted]

(619) 231-9040

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:

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 Civil Case Cover Sheet Category No.	B Type of Action (Check only one)	C Applicable Reasons - See Step 3 Above
Auto Tort	Auto (22)	☐ A7100 Motor Vehicle - Personal Injury/Property Damage/Wrongful Death	1., 2., 4.
	Uninsured Motorist (46)	☐ A7110 Personal Injury/Property Damage/Wrongful Death – Uninsured Motorist	1., 2., 4.
Other Personal Injury/ Property Damage/ Wrongful Death Tort	Asbestos (04)	☐ A6070 Asbestos Property Damage ☐ A7221 Asbestos - Personal Injury/Wrongful Death	2. 2.
	Product Liability (24)	☐ A7260 Product Liability (not asbestos or toxic/environmental)	1., 2., 3., 4., 8.
	Medical Malpractice (45)	☐ A7210 Medical Malpractice - Physicians & Surgeons ☐ A7240 Other Professional Health Care Malpractice	1., 4. 1., 4.
	Other Personal Injury Property Damage Wrongful Death (23)	☐ A7250 Premises Liability (e.g., slip and fall) ☐ A7230 Intentional Bodily Injury/Property Damage/Wrongful Death (e.g., assault, vandalism, etc.) ☐ A7270 Intentional Infliction of Emotional Distress ☐ A7220 Other Personal Injury/Property Damage/Wrongful Death	1., 4. 1., 4. 1., 3. 1., 4.

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] 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]
(SIGNATURE OF ATTORNEY/FILING PARTY)

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
John J. Weber, State Bar No. 313824
701 B St, Suite 1200
San Diego, California 92101-8107
Telephone: (619) 374-4100
Facsimile: (619) 231-9040

Attorneys for Plaintiff [redacted]

SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS ANGELES

STANLEY MOSK COURTHOUSE

[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. 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

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		ASSIGNED JUDGE	DEPT	ROOM	
	Hon. Debre K. Weintraub	1	534		Hon. Elizabeth Allen White	48	506	
	Hon. Barbara A. Meiers	12	636		Hon. Deirdre Hill	49	509	
	Hon. Terry A. Green	14	300		Hon. Teresa A. Beaudet	50	508	
	Hon. Richard Fruin	15	307		Hon. Michael J. Raphael	51	511	
	Hon. Rita Miller	16	306		Hon. Susan Bryant-Deason	52	510	
	Hon. Richard E. Rico	17	309		Hon. Howard L. Halm	53	513	
	Hon. Stephanie Bowick	19	311		Hon. Ernest M. Hiroshige	54	512	
	Hon. Dalila Corral Lyons	20	310		Hon. Malcolm H. Mackey	55	515	
	Hon. Robert L. Hess	24	314		Hon. Michael Johnson	56	514	
	Hon. Yvette M. Palazuelos	28	318		Hon. John P. Doyle	58	516	
	Hon. Barbara Scheper	30	400		Hon. Gregory Keosian	61	732	
	Hon. Samantha Jessner	31	407		Hon. Michael L. Stern	62	600	
	Hon. Daniel S. Murphy	32	406		Hon. Mark Mooney	68	617	
	Hon. Michael P. Linfield	34	408		Hon. William F. Fahey	69	621	
	Hon. Gregory Alarcon	36	410		Hon. Monica Bachner	71	729	
	Hon. Marc Marmaro	37	413		Hon. Ruth Ann Kwan	72	731	
	Hon. Maureen Duffy-Lewis	38	412		Hon. Rafael Ongkeko	73	733	
	Hon. Elizabeth Feffer	39	415		Hon. Joseph R. Kalin	74	735	
	Hon. David Sotelo	40	414		Hon. Gail Ruderman Feuer	78	730	
	Hon. Holly E. Kendig	42	416					
	Hon. Mel Red Recana	45	529		Hon. Steven J. Kleifield	324	CCW	
	Hon. Frederick C. Shaller	46	500		*Provisionally Complex Non-class Action Cases Assignment is Pending Complex Determination	308	CCW	
	Hon. Randolph Hammock	47	507					

*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 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:		
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

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

PE18-012

GM

3-27-2019

Q3

Global Warranty

Zenia Tate

August 16, 2017

Logout

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

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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PE18-012

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3-27-2019

Q3

Global Warranty

Zenia Tate

August 16, 2017

Logout

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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Global Warranty

Zenia Tate

August 16, 2017

Logout

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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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: 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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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 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

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

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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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3995 East La Palma Avenue
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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]*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 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]nd 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.

[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 Person
*** Names(s) on Title:** [redacted]
*** 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 #:**	[redacted]	**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:**	949-916-1152	**E-mail:**	

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, 6 ..		
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		TD Auto Finance		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, each of the undersigned has executed this Settlement Agreement and Release of All Claims.

Dated: March 6, 18 [redacted]

[redacted]. GM: [redacted]

[redacted]

APPROVED AS TO FORM AND C[redacted]

Dated: March 6, 2018

[redacted]

[redacted]

GM:
6

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
TERRY WOLF

* LICENSED IN CA ONLY
+ LICENSED IN MI & CA
' LICENSED IN OH & CA

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

March 28, 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 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		2 Conversion / Upfit cost	$0.00	2 Pmts (includes 1st month if lease)	$47,727.37
follow applicable lemon law formula for your state		3 Reg./Lic./Title Fees	$0.00	3 Reg/Lic/Title Fees (leases only)	$0.00
		4 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

Dea[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

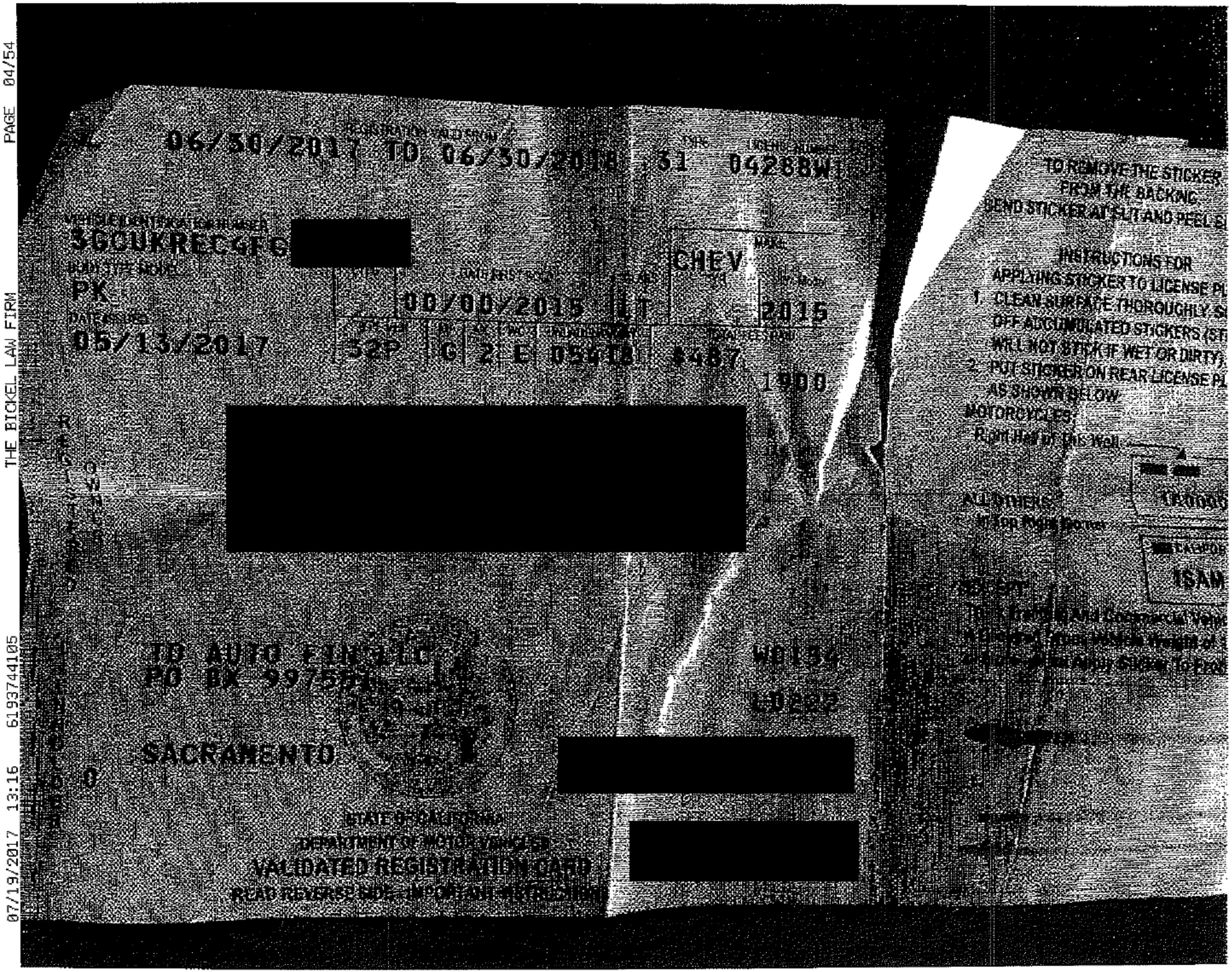
Regular Mail
TD Auto Finance
PO Box 16039
Lewiston, ME 04243-9520

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

PAGE 04/54
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

[redacted] 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
	[redacted]	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] %	$ [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	07/04/2021

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)	$ 3354.70	(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 (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 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

SERVICE

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 $ N/A (T)
Total Cash Price (A through T) $ 46715.70 (1)

2. Amounts Paid to Public Officials [illegible]
A. Vehicle License Fees $ 278.00 (A)
B. Registration/Transfer/Titling Fees $ 258.00 (B)
C. California Tire Fees $ 8.75 (C)
D. Other N/A $ N/A (D)
Total Official Fees (A through D) $ 544.75 (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) $ 47259.45 (5)
6. Total Downpayment
A. Agreed Trade-In Value Yr N/A Make N/A $ N/A (A)
Model N/A Odom N/A
VIN N/A
B. Less Prior Credit or Lease Balance (e) $ N/A (B)
C. Net Trade-In (A less B) (indicate if a negative number) $ N/A (C)
D. Deferred Downpayment $ N/A (D)
E. Manufacturer's Rebate $ 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 1Q above)
7. Amount Financed (5 less 6) $ 40009.45 (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:**

[illegible] your own birthday. (2) You are eligible 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 TI 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 Age
Buyer Signature
Date X N/A Age
Co-Buyer Signature

OPTIONAL GAP CONTRACT A gap contract (debt cancellation contract) is not required to obtain credit and will not b provided unless you sign below and agree to pay the extr 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

Prepaid, Item 7, is paid in full on or before _____, Year _____, BELLER'S INITIALS _____

[illegible] VEHICLE IN THE EVENT OF A TOTAL LOSS.

[illegible] COLLISION DAMAGE OR MAY NOT PROVIDE FOR FULL REPLACEMENT COST [illegible] VEHICLE BEING PURCHASED. IF YOU DO [illegible] SUPPLEMENTAL COVERAGE FOR COLLISION DAMAGE MAY BE AVAILABLE TO YOU THROUGH [illegible] UNLESS OTHERWISE SPECIFIED THE COVERAGE YOU OBTAIN THROUGH THE DEALER [illegible] AFTER THE VEHICLE HAS BEEN REPOSSESSED AND SOLD.

[illegible] THAT IS A PROTECTION AGAINST LOSS OR DAMAGE TO YOUR VEHICLE [illegible] UNDERSTANDING THESE PUBLIC LIABILITY COVERAGES ARE [illegible]

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 Signs PATTEN CHEVROLET Date 06/20/15 By X _____ Title MGR.

LAW FORM NO. 553-CA-ARB (REV. 7/13) U.S. PATENT NO. 6,669,202
©2013 The Reynolds and Reynolds Company TO ORDER: www.rrnforms.com 1-800-344-0556 fax 1-800-631-9055
THE PRINTER MAKES NO WARRANTY, EXPRESS OR IMPLIED, AS TO CONTENT OR FITNESS FOR PURPOSE OF THIS FORM. CONSULT YOUR OWN LEGAL COUNSEL.

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 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

[redacted]

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 -

[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
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

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

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

Vehicle Information

VIN: 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

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
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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[redacted]

ENCLOSURE 9

Columbus copy document requested by qz32c at 4:54:55 PM on 8/16/2017

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: [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 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

Copyright 2008 ADP, Inc. SERVICE INVOICE #2 XSI2C

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# 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	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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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# 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

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]

[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

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]	04288W1	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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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: 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 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: [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]

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)

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Customer Signature Date

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

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CUSTOMER COPY

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 COPY

CUSTOMER #: [redacted]

[redacted]

INVOICE

DUPLICATE 1
PAGE 4

[redacted]

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: [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: $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

BAR# ARD213077 EPA# CAC028540228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

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

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

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [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	($)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 ERAW CAG020540225

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
TRC 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 IF 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 IF 1.43 0.00 0 0 0.00 0.00

EST: 140.17 13FEB17 08:42 SA: 942

EST: 496.57 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 EPA# CA0020540226

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 #: [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# ARD213677 EPA# CA0026540226

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# CAD020540226

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

Joe Giacomin Chev., Inc. dba
Martin Chevrolet
23505 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213877 EPA# CAD028640226

[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 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 1

JOE GIACOMIN CHEV, INC. dba
MARTIN CHEVROLET
23506 HAWTHORNE BLVD.
TORRANCE, CALIFORNIA 90505
PHONE (310) 378-0211
BAR# ARD213477 EPA# CA2009040226

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	WP	2.86	2.70	8100	37878		378.78	378.78

FC: 6596 PART#: COUNT: 0 0 TPARTS
CLAIM TYPE:
AUTH CODE:

91.00 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

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	
BUSLET 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# AR0213077 EPA# CAD029510226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

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

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

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

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

WITHIN MANUFACTURER SPECIFICATIONS AT THIS TIME. ROAD TESTED.

B OK PER CUSTOMER TO ROAD TEST VEHICLE EXTENSIVELY IN ORDER TO TRY TO DUPLICATE INTERMITTANT SYMPTOM. THIS MAY INVOLVE PUTTING MILES ON VEHICLE AND USING FUEL. x

QC QUALITY CONTROL ROAD TEST

2032 IP 0.00 0.00 0 0 0.00 0.00

60731 ROAD TESTED, UNABLE TO DUPLICATE CUSTOMERS CONCERN, OPERATING AS DESIGNED.

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

CAUSE: CHECK TIRE PRESSURES

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

2032 IP 0.00 0.00 0 0 0.00 0.00

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

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

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

2032 IP 0.00 0.00 0 0 0.00 0.00

60731 FRONT BRAKES APPROX 9MM, REAR BRAKES APPROX 2MM, TIRES AT 5/32, FRONT WINDSHIELD HAS A ROCK CHIP, WIPER BLADES STREAK, CHANGE OIL LIGHT ON.

E OK TO ADD FUEL, FUEL IS EMPTY AT RED MARK.

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
BAR# ARD213077 EPA# CA0029640226

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
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	

CUSTOMER COPY - SERVICE INVOICE TYPE Y - DOC - 5M0230

ACCOUNTING COPY

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# ARDZ13877 EPA# CAD928540226

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: OU

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 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, 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]

[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# ARD213077 EPA# CAD029540220

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]		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
	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]

[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	[redacted]	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

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	2032E L 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]

** 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:	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

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

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

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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# 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# AR0213677 EPA# CAD029640228

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

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

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

R.O. OPENED	BOOKED	OPTIONS: SOLD-STK: [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 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]

** 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: 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
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	6910	*******					

	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
BAR# ARD213877 EPA# CAD620540226

BUS: CELL: SERVICE CONSULTANT: 942 ALVIN R SUMERA

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

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

R.O. OPENED	BOOKED	OPTIONS:	SOLD-STK: [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.

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

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# ARD218977 EPA# CAD000540226

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 DU			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

PE18-012

GM

3-27-2019

Q3

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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.	8-[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 8[redacted]has been created; do not assume or re-open this case. Please refer to extended description instructions in Exec CAC SR 8-[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

Mrs. [redacted] is still having issues with her vehicle. We are not repurchasing her vehicle at this time with only bulletins done. Customer would like to see if we 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 [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 [redacted] nd 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

Confidential Comments

CEM John Schmidt
jschmidt@martinchevrolet.com
/

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

SR No.	[redacted]	**Ref No.**		**BRC Type**	**N/A**	**Business Unit**	**TAC US**
Account	[redacted]	**Site/BAC**	173[redacted]	**Cost Ast.**		**Area**	**Body and Accessories**
Last Name		**First Name**	**Ben**	**GW SubType**		**Sub-Area**	**Security Systems**
Daytime #		**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	173[redacted]		

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	173[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	17[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	173[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	17[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: [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- [redacted] - 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
(702) 280-5842
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 173025 - 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 173025 - 2015 Silverado

Last Name	First Name	Account	BAC Code
De Wyn	Evert	Martin Chevrolet	173025

Comments

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 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	173025

Comments

DMA Inbound

DMA Name: Evert DeWyn
DMA Contact Info: 702-280-5842
CAC SR #: [redacted]
TAC Case #: [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	rodney anstett ro 511298 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: 173025 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**	
Last Service Date				**Loc Last Service**				**Property Location**	
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Property Type			
Prop Est Repair Cost			

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]	[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]			

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:1730 A:23505 Hawthorne BLVD Torrance CA 90505 P:3103780211 Servicing Dealer Name:Nissani Bros Chevrolet BAC:292842 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:292842 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:292[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	
[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]							
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**		
Weber	John						
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:[redacted]
E:evert.dewyn@gm.com

DMA:Paul Wasko
P:[redacted]
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

[redacted] **Executive CAC**
Opened-4/3/2017-5/15/2017
Concern - EM/CA/ Brakes - Vehicle Stall
Resolution - Repair vehicle

[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

			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	[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 #	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**	
Last Service Date				**Loc Last Service**				**Property Location**	
Veh Est Repair Cost				**Spec Equip Installer**				**Prop Damage Description**	

Property Type			
Prop Est Repair Cost			

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**

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]	[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**
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:292[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	
[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**		
Weber	John						
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]
[redacted]			**Account**		**BAC Code**		
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:[redacted]
E:evert.dewyn@gm.com

DMA:Paul Wasko
P:[redacted]
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

[redacted]Executive CAC
Opened-4/3/2017-5/15/2017
Concern - EM/CA/ Brakes - Vehicle Stall
Resolution - Repair vehicle

[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 SF[redacted]for supporting documentation, if any. Thank you.

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
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

			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

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:1730 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 [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 [redacted]" completed successfully

Dear zenia.tate@gm.com,

Your package submission entitled [redacted] has completed successfully.

More information is available via the following link: Check Package Status (External user link)

Thank you.

PE18-012

GM

3-27-2019

Q3

[redacted]

Zenia Tate (C)

From:	Ben Guetterman <ben@martinchevrolet.com>
Sent:	Monday, July 17, 2017 7:21 PM
To:	Zenia Tate (C)
Cc:	mdelgadillo@martinchevrolet.com
Subject:	[EXTERNAL] RE: BRC-Legal Initial Notification of lawsuit for [redacted]

My document clerk is getting the documents for you. She will send to you soon.

From: Zenia Tate (C) [mailto:zenia.tate@gm.com]
Sent: Monday, July 17, 2017 3:56 PM
To: Ben Guetterman (Martin Chevrolet) <bguetterman@martinchevrolet.com>
Subject: FW: BRC-Legal Initial Notification of lawsuit for [redacted]

From: Zenia Tate (C)
Sent: Monday, July 17, 2017 6:54 PM
To: 'evert.dewyn@gm.com'
Subject: FW: BRC-Legal Initial Notification of lawsuit for [redacted]

Please send sales and service

Zenia – Mediation Liaison
General Motors LLC
Business Resource Center
Phone: (866) 790 5600 EXT 5915042
FAX: (586)920 0873

From: Zenia Tate (C)
Sent: Saturday, July 15, 2017 10:41 AM
To: 'bguetterman@martinchevrolet.com'
Subject: BRC-Legal Initial Notification of lawsuit for [redacted]

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

PE18-012

GM

3-27-2019

Q3

Print

General Motors - Policy Evaluation Tool

Date: 07/25/2017

Customer Information

First Name: [redacted]
Last Name:
Phone:

Agent Information

Agent Name: Siebel Service
Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCBKC7FR[redacted] **Make:** Chevrolet
Component Warranty Coverage: Bumper to Bumper Coverage
Ownership Status Message:

Time

Component's Warranty End Date: 02/20/2018
Job Card Date: 07/25/2017
Days out of Warranty: 0

Mileage

Component's Warranty End Mileage (Miles): 36,009
Current Mileage: 63,000
Miles out of Warranty: 26,991

Repair

Total Repair Cost At Warranty Rates: $600.00
Repair Group: Body Systems
Job Card / Repair Order : 1234

Reasons For Policy Adjustment

Primary reason for policy adjustment: Just beyond terms of applicable warranty coverage (Time or Mileage)

Important: This Policy Evaluation Tool is for GM Dealer and General Motor use ONLY

GM Participation Amount: $0.00 *
Agreed upon Customer/Dealer Participation Amount:
Cust/Dlr Participation Amount: $600.00

* This vehicle is beyond the warrantable coverage period. If there are unusual circumstances which require factory involvement, contact your District Manager Aftersales for pre-approval.

Please note, every customer's situation must be evaluated on a Case-by-Case basis. If you decide to modify the participation amounts, contact your DMA using the DMA Pre-Approval form.

IMPORTANT: Enter the agreed upon amount in the Customer / Dealer Participation field in the claim transaction. Please refer to bulletin 11-00-89-005 for details and decision making methodology.

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

PE18-012

GM

3-27-2019

Q3

[redacted]

Wade Murphy (C)

From: Jan Cadman <jcadman@hardin.com>
Sent: Thursday, July 20, 2017 2:22 PM
To: Wade Murphy (C)
Subject: [EXTERNAL] FW: CA CEC Request for Documentation SR# [redacted], [redacted] Last 8 of VIN - FR[redacted]
Attachments: [redacted].pdf

Attached are the service records you requested. We did not sell this vehicle.

Any questions, let me know.

Thanks

Jan Cadman
Warranty Administrator
1321 Auto Center Dr.
Anaheim, CA 92806
714-635-2020 ext. 471

From: Walter J. Cadman
Sent: Wednesday, July 19, 2017 1:48 PM
To: Jan Cadman
Subject: FW: CA CEC Request for Documentation SR# [redacted], Rogers, Last 8 of VIN - FR[redacted]

From: Wade Murphy (C) [mailto:wade.murphy@gm.com]
Sent: Wednesday, July 19, 2017 12:35 PM
To: Walter J. Cadman
Cc: John Morgan
Subject: CA CEC Request for Documentation SR# [redacted], [redacted] Last 8 of VIN - FR[redacted]

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 586-920-0634. 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 5911107.

Wade Murphy
General Motors
CA Customer Engagement Center
Phone Number: 866-790-5600
Extension: 5911107

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

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

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

PE18-012

GM

3-27-2019

Q3

Wade Murphy (C)

From:	Wade Murphy (C)
Sent:	Wednesday, July 19, 2017 2:35 PM
To:	'wcadman@hardin.com'
Cc:	'jmorgan@hardin.com'
Subject:	CA CEC Request for Documentation SR# [redacted], Rogers, Last 8 of VIN - FR[redacted]

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 586-920-0634. 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 5911107.

Wade Murphy
General Motors
CA Customer Engagement Center
Phone Number: 866-790-5600
Extension: 5911107

If you respond to this message, please use the 'Reply with History' option to ensure that I have all the details needed for any required follow-up.

PE18-012

GM

3-27-2019

Q3

[redacted]

[redacted]

Home Phone	R/O Open Date	R/O Number
	7/17/17	[redacted]
Work Phone	**Time Received**	**Time Promised**
	12:09	Waiting
Key Tag #	**Current Mileage**	**Mileage Out**
[redacted]	40757	40762

			Body	Engine Code	Service Advisor
2015	GMC	YUKON	2WD 4DR SLE	L83	Jeff Carey
Vehicle Identification Number		**Color**	**License Number**	**Delivery Date**	**In-Service Date**
1GKS1AKC9FR[redacted]		SILVER	[redacted]		

Cell: [redacted]

#1 - MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS C
225 CHECK ALL FLUID LEVELS AND TIRE PRESSURES AND TEST C
BATTERY. COMPLETE MPVI REPORT FORM. C
Estimate: .00 .00

#2 - 011: BRAKES C
225 CUSTOMER STATES BRAKES WERE DEPRESSED AND DID NOT C
ENGAGE. NO NOISE. RECENT LONG ROAD TRIP C
Vacuum Pump + Belt
Estimate: .00 1.4 .00

WARRANTY PARTS RETURN

#3 - WASH: COMPLIMENTARY CAR WASH-NO CHARGE C
Estimate: .00 .00

#4 - 0040072: DEXOS ENGINE OIL & FILTER CHANGE (QTY AS REQUIRED) C
225 EVERYDAY LOW PRICE $49.95, TIRE ROTATION INCLUDEDD C
CHECK TIRE PRESSURE,CK FLUID LEVELS, SUSPENSION, 0.8 C
WIPER BLADES,EXHAUST,UNDER CARRIAGE BELTS & HOSES. C
Estimate: .80 24.13

Original Estimate: 24.13

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a [redacted] izes any other person to assume for it any liability in tained herein does not apply where prohibited by law.

quired prior to beginning work. YES ☐ NO ☐

TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within ____days of the date shown above if I choose not to authorize the services recommended.

Orig [redacted] ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

Pho

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

Revision Details:_____

Authorized by:_____

Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-MAIL ☐ In Person ☐ By Phone

Revision Details:_____

Authorized by:_____

Time:_____

[redacted] se in the original estimated price.

24.13

MPLAINT: REAR BRAKES 3 pm

USE: REAR BRAKES 2.0

ORRECTION: BRK. FLUSH 1.0

OMPLAINT: REPLACE VACUUM PUMP

AUSE: $308.45 2.5

$300.00

608.45

ORRECTION:

OMPLAINT:

AUSE:

ORRECTION:

OMPLAINT: 225 C/S BRK PEDAL HARD

CAUSE: CK VACUUM TO BRK. BOOSTER

NO VACUUM

CORRECTION: REPLACE VACUUM PUMP

AND ROAD TEST

COMPLAINT:

CAUSE:

L.O.F

CORRECTION: 225 ROTATE TIRES

[redacted]

LABOR RECORD

FLAG SHEET	OFF	12
	ON	
FLAG SHEET	OFF	11
	ON	
FLAG SHEET	OFF	10
	ON	
FLAG SHEET	OFF	9
	ON	
FLAG SHEET	OFF	8
	ON	
		6
		5
		4
		3
		2
		1

AM 9:29
18 AM 8:08

Reynolds Company CC722657 Q (09/14)

[redacted]

Home Phone	R/O Open Date	R/O Number
	6/12/17	[redacted]
Work Phone	**Time Received**	**Time Promised**
	8:17	Waiting
Key Tag #	**Current Mileage**	**Mileage Out**
[redacted]	38857	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	YUKON	2WD 4DR SLE	L83	Sean Eddlem

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1GKS1AKC9FR[redacted]	SILVER	[redacted]		

[redacted]

#1 - 01: CUSTOMER STATES
980 RECALL #16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY W W W

LC # 9102276 = 0.3

#2 - MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS
CHECK ALL FLUID LEVELS AND TIRE PRESSURES AND TEST BATTERY. COMPLETE MPVI REPORT FORM. C C C

Estimate: .00 .00

#3 - 014: TIRES/WHEELS
C/S THAT TIRES SEEMS TO BE WEARING MORE ON THE INS IDE , CHECK ALIGNMENT OF VEHICLE AND ADVISE AS NEE DED C C C C

Estimate: .00 .00

#4 - WASH: COMPLIMENTARY CAR WASH-NO CHARGE C

Estimate: .00 .00

Original Estimate: .00

WAITER

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES:

Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly

TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within ____days of the date shown above if I choose not to authorize the services recommended.

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-MAIL

Phone No.:_____ Date:_____ Time:_____ ☐ In Person ☐ By Phone

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX

[redacted]

RECALL # 16007

LABOR RECORD

[redacted]

STRAIGHT TIME (HRS)	FLAT RATE PRICE	EMP. NO.	OPER. NO.	TIME OFF	TIME ON
0.3		589			

REPROGRAMMED AIR BAG MODULE

- F/W ALIGNMENT
- F TIRES BALD FROM INSIDE
- R/ RATED TIRES AT 3mm

CTION:

PLAINT:

SE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

COMPLAINT:

CAUSE:

CORRECTION:

144 + 854.56 = 998.56

Alignment — 89.99

$1,088.57

FLAG SHEET

Reynolds and Reynolds Company CC722657 Q (09/14)

[redacted]

Home Phone	R/O Open Date	R/O Number
	6/28/17	[redacted]
Work Phone	**Time Received**	**Time Promised**
	8:13	Waiting
Key Tag #	**Current Mileage**	**Mileage Out**
[redacted]	39263	

Year	Make	Model	Body	Engine Code	Service Advisor
2015	GMC	YUKON	2WD 4DR SLE	L83	Rick Callas

Vehicle Identification Number	Color	License Number	Delivery Date	In-Service Date
1GKS1AKC9FR[redacted]	SILVER	[redacted]		

Cell [redacted]

#1 - 01: CUSTOMER STATES C/S THAT L/BRAKE LAMP IS INOP AT TIMES, CHECK AND A DVISE

Tail lamp

WARRANTY PARTS BY _____ RETURN

W

Estimate: .50 60.00

#2 - 01: CUSTOMER STATES C/S THAT R/BRAKE BULB IS INOP AT TIMES, CHECK AND ADIVSE

Tail lamp

WARRANTY PARTS BY _____ RETURN

OLH

Estimate: .00 .00

#3 - MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS CHECK ALL FLUID LEVELS AND TIRE PRESSURES AND TEST BATTERY. COMPLETE MPVI REPORT FORM.

Estimate: .00 .00

Original Estimate: 60.00

TERMS: STRICTLY CASH OR APPROVED CREDIT CARD

"I hereby authorize the repair work above to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES:

TEARDOWN ESTIMATE:

I understand that my vehicle will be reassembled within _____days of the date shown above if I choose not to authorize the services recommended.

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-MAIL

Phone No.:_____ Date:_____ Time:_____ ☐ In Person ☐ By Phone

Additional Cost:$ Revised Estimate:$

[redacted]

LABOR RECORD

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. [redacted]	TIME	OFF	ON
.3		EMP. NO. [redacted] OPER. NO.			

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. [redacted]	TIME	OFF	ON
.3		EMP. NO. [redacted] OPER. NO.			

STRAIGHT TIME (HRS)	FLAT RATE PRICE	R. O. [redacted]	TIME	OFF	ON
.3		EMP. NO. [redacted]			

OLH

INT:

ECTION:

PLAINT:

SE:

RRECTION:

MPLAINT:

AUSE:

ORRECTION:

COMPLAINT: C/R tail lamp ~~open~~ ~~circuit~~ inop.

CAUSE: C/R tail lamp not turning on when pressing brake open circuit on tail lamp

CORRECTION: Replaced C/R tail lamp no further repairs.

COMPLAINT: R/R tail lamp ~~open~~ ~~circuit~~ inop.

CAUSE: R/R tail lamp LED lights dim not illuminating properly open circuit on connector not completing circuit.

CORRECTION: Replaced ~~the~~ R/R tail lamp no further repairs.

FLAG SHEET — OFF 6 — ON — 12

FLAG SHEET — OFF 9 — ON — 11

FLAG SHEET — OFF 8 — ON — 10

FLAG SHEET — OFF 9 — ON

FLAG SHEET — OFF 8 — ON

FLAG SHEET — OFF 7 — ON

FLAG SHEET — OFF 6 — ON

FLAG SHEET — OFF 5 — ON

FLAG SHEET — OFF 4 — ON

FLAG SHEET — OFF 3 — ON

FLAG SHEET — OFF 2 — ON

FLAG SHEET — OFF 1 — ON

PE18-012

GM

3-27-2019

Q3

[redacted]

Hardin BUICK GMC
1321 S. Auto Center Drive
Anaheim, CA 92806
Service : (714) 533-1012
Fax: (714) 956-1869

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/17/17	[redacted]
R/O Close Date	Status
7/18/17	Reprint
Mileage In	Mileage Out
40757	40762
Service Advisor / Tag #	
Jeff Carey [redacted]	

BAR# 008710 CAL# 000217216

[redacted]

Work Phone	Vehicle Identification Number
	1GKS1AKC9FR [redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	YUKON	2WD 4DR SLE	SILVER	[redacted]

DESCRIPTION OF SERVICE AND PARTS		AMOUNT
[redacted]		
#1 - MR MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS		
Tech: Robert Atwood(225)		
Sub Total: Labor: .00 Parts: .00 Total: .00		
#2 - MR 011: BRAKES		
CUSTOMER STATES BRAKES WERE DEPRESSED AND DID NOT ENGAGE. NO NOISE. RECENT LONG ROAD TRIP		
Caused by		
CHECK VACUUM TO BRAKE BOOSTER, NO VACUUM		
Corrected by 4023850:		
Tech: Robert Atwood(225)		Warranty
Installed 12669488 :SL-N-PUMP (03280-CT)	Qty: 1	Warranty
Installed 12658179 :SL-N-BELT (01066-CT)	Qty: 1	Warranty
REPLACED VACUUM PUMP AND ROAD TEST		
#3 - MR WASH: COMPLIMENTARY CAR WASH-NO CHARGE		
Tech: HOUSE TECH(100)		
Sub Total: Labor: .00 Parts: .00 Total: .00		
#4 - MR 0040072: DEXOS ENGINE OIL & FILTER CHANGE (QTY AS REQUIRED)		
Tech: Robert Atwood(225)		21.50
Installed 19330000 :SL-N-FILTER (01836-BOPCKT)	1@5.99	5.99
Installed 19352900 :N-OIL (08800-BOPCK)	8@4.40	35.20
Hazardous Materials Charge		2.63
COMPLETED, THANK YOU HAVE A GREAT DAY		

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Revision Details:_____

Authorized by:_____ Contacted by:_____

Phone No.:_____ Date:_____ Time:_____

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

X

Signature or initials"

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

Hardin
BUICK GMC
1321 S. Auto Center Drive
Anaheim, CA 92806
Service : (714) 533-1012
Fax: (714) 956-1869

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
7/17/17	[redacted]
R/O Close Date	
7/18/17	Reprint
Mileage In	Mileage Out
40757	40762
Service Advisor / Tag #	
Jeff Carey/[redacted]	

BAR# 008710 CAL # 000017016

[redacted]

Work Phone	Vehicle Identification Number	
	1GKS1AKC9F[redacted]	
Home Phone	Delivery Date	In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	YUKON	2WD 4DR SLE	SILVER	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
**********	
* 1 customer paid repairs for Auto Club members have a *	
* 24 month 24,000 mile guarantee on parts andlabor when *	
* installed at Hardin GMC Buick in our Service *	
* Department. Ask your advisor for details! *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED.

LABOR	21.50
PARTS	41.19
DEDUCTIBLE	100.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	2.63
SALES TAX OR TAX I.D.	3.19
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	168.51
Visa	168.51

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____

Revision Details:_____

Authorized by:_____ Contacted by:_____

Phone No.:_____ Date:_____ Time:_____

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

X

Signature or Initials"

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1009

Hardin
BUICK GMC
1321 S. Auto Center Drive
Anaheim, CA 92806
Service : (714) 533-1012
Fax: (714) 956-1869

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
6/28/17	[redacted]
R/O Close Date	Status
6/29/17	Reprint
Mileage In	Mileage Out
39263	39263
Service Advisor / Tag #	
Rick Callas/[redacted]	

BAR# 008710 CAL # 000217216

[redacted]

Work Phone	Vehicle Identification Number
	1GKS1AKC9FR[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	YUKON	2WD 4DR SLE	SILVER	[redacted]

[redacted] AMOUNT

#1 - MR 01: CUSTOMER STATES
C/S THAT L/BRAKE LAMP IS INOP AT TIMES CHECK AND A DVISE
Caused by
FOUND LEFT AND RIGHT BRAKE LAMPS INTERMMITENT OPEN
Tech: Fernando Rogel-Nava(944) 625818590 Warranty
Corrected by 2041150:
Installed 23380459 :N-LAMP (02679-CT) Qty: 1 Warranty
Installed 23380460 :N-LAMP (02679-CT) Qty: 1 Warranty
REPLACED LEFT AND RIGHT TAIL LAMP ASSEMBLY

#2 - MR 01: CUSTOMER STATES
C/S THAT R/BRAKE BULB IS INOP AT TIMES, CHECK AND ADIVSE
Tech: Fernando Rogel-Nava(944) 625818590
Sub Total: Labor: .00 Parts: .00 Total: .00
SEE JOB ONE

#3 - MR MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS
Tech: Fernando Rogel-Nava(944) 625818590

****
* All customer paid repairs for Auto Club members have a *
* 24 month 24,000 mile guarantee on parts andlabor when *
* installed at Hardin GMC Buick in our Service *
* Department. Ask your advisor for details! *
****

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."
DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.
ALL PARTS ARE NEW UNLESS OTHERWISE STATED.

LABOR	.00
PARTS	.00
DEDUCTIBLE	150.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	150.00
Visa	150.00

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone
Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone
Revision Details:_____
Authorized by:_____ Contacted by:_____
Phone No.:_____ Date:_____ Time:_____

"I acknowledge notice and oral approval of an increase in the original estimated price.
X
Signature or initials"

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

Hardin BUICK GMC
1321 S. Auto Center Drive
Anaheim, CA 92806
Service : (714) 533-1012
Fax: (714) 956-1869

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	Status
6/13/17	Reprint
Mileage In	Mileage Out
38857	38857
Service Advisor / Tag #	
Sean Eddleman/[redacted]	

BAR# 008710 CAL# 000217216

	Work Phone	Vehicle Identification Number
[redacted]		1GKS1AKC9FR[redacted]
	Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	YUKON	2WD 4DR SLE	SILVER	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
[redacted]	
#1 - MR 01: CUSTOMER STATES RECALL #16007 FRONTAL AIRBAG AND PRETENSIONER NON DEPLOY Caused by PERFORM RECALL Corrected by 9102276: Tech: Jesus Inda Alaniz(980) REPROGRAMMED SIR MODULE CODE-S308E	Warranty
#2 - MR MPVI: PERFORM GM MULTI POINT VEHICLE INSPECTION PROCESS Tech: Jesus Inda Alaniz(980) Sub Total: Labor: .00 Parts: .00 Total: .00	
#3 - MR 014: TIRES/WHEELS C/S THAT TIRES SEEMS TO BE WEARING MORE ON THE INS IDE , CHECK ALIGNMENT OF VEHICLE AND ADVISE AS NEE DED Tech: Jesus Inda Alaniz(980) Sub Total: Labor: .00 Parts: .00 Total: .00 R/FRONT CAMBER AND FRONT TOE IS OFF, CAUSING TIRE WEAR, DECLINED TIRES AND ALIGNMENT AT THIS TIME.	
#4 - MR WASH: COMPLIMENTARY CAR WASH-NO CHARGE Tech: HOUSE TECH(100) **********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED.

LABOR	
PARTS	
DEDUCTIBLE	
SUBLET	
SHOP SUPPLIES	
HAZARDOUS MATERIALS	
SALES TAX OR TAX I.D.	
SPECIAL ORDER DEPOSIT	
DISCOUNTS	
TOTAL DUE	

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Revision Details:_____

Authorized by:_____ Contacted by:_____

Phone No.:_____ Date:_____ Time:_____

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

X

Signature or initials"

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

Hardin BUICK GMC
1321 S. Auto Center Drive
Anaheim, CA 92806
Service : (714) 533-1012
Fax: (714) 956-1869

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 4:00 p.m. Saturday

BAR# 008710 CAL# 000217216

R/O Open Date	R/O Number
6/12/17	[redacted]
R/O Close Date	Status
6/13/17	Reprint
Mileage In	Mileage Out
38857	38857
Service Advisor / Tag #	
Sean Eddleman/[redacted]	

[redacted]

Work Phone	Vehicle Identification Number
	1GKS1AKC9F[redacted]
Home Phone	Delivery Date / In-Service Date

Year	Make	Model	Body	Color	License Number
2015	GMC	YUKON	2WD 4DR SLE	SILVER	[redacted]

DESCRIPTION OF SERVICE AND PARTS	AMOUNT
* All customer paid repairs for Auto Club members have a *	
* 24 month 24,000 mile guarantee on parts andlabor when *	
* installed at Hardin GMC Buick in our Service *	
* Department. Ask your advisor for details! *	
**********	

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. "I hereby authorize the repair work hereinafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto."

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

ALL PARTS ARE NEW UNLESS OTHERWISE STATED.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

Original Estimate:$_____ Authorized by:_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Phone No.:_____ Date:_____ Time:_____

Additional Cost:$_____ Revised Estimate:$_____ ☐ By FAX ☐ By E-Mail ☐ In Person ☐ By Phone

Revision Details:_____

Authorized by:_____ Contacted by:_____

Phone No.:_____ Date:_____ Time:_____

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

X_____

Signature or initials"

(C) 2010 DEALERTRACK SYSTEMS, Inc. - Dealership Application Group (800) 945-1028

PE18-012

GM

3-27-2019

Q3

MID-ISLAND NY 117

25 JUL 2017 PM 3 L

RECEIVED

General Motors Company
Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

48232-51727 2

EUGENE KRUKAS, PLLC

ATTORNEY AT LAW

2005 MERRICK ROAD, SUITE 392, MERRICK, NY 11566

TEL: (516) 203-4001
FAX: (516) 740-3104
ekrukas@lemonfreedom.com

July 24, 2017

General Motors Company
Customer Assistance Center
PO Box 33172
Detroit, MI 48232-5172

Attn: Legal Department

Our Client(s): [redacted]
Vehicle: 2015 Chevrolet Tahoe
VIN: 1GNSKBKCXFR[redacted]

Dear Sir or Madam:

Please be advised that this office represents the above-named individual(s) with respect to a claim against General Motors Company for breach of express warranty under Article 2 of the NYS Uniform Commercial Code and the Magnuson-Moss Warranty Act concerning the above-referenced vehicle. Accordingly, please direct all future contacts and correspondence to this office.

You are hereby notified that your authorized dealership, Kristal Auto Mall, of Brooklyn, New York, has been unable to repair my client's vehicle within a reasonable time period. Enclosed, please find Repair Order # [redacted] demonstrating same. [redacted] vehicle was diagnosed as having a faulty air conditioner condenser on May 8, 2017. He was told that the dealership would order the necessary parts to fix the vehicle. It is now almost 80 days later and the parts have yet to arrive. In the meantime, [redacted] has been forced to use the vehicle during uncomfortable high summer temperatures, and rent a vehicle at times because his own vehicle is too uncomfortable to use.

Given the unreasonably lengthy delay in repairing the vehicle, it is [redacted] belief that General Motors has expressly breached its Limited Warranty. Accordingly, he is seeking enforcement of the warranty (to wit: repair of the vehicle), along with compensation for diminution of value in the vehicle and loss of use of the vehicle, along with 'cost of cover' for costs associated with renting a substitute vehicle.

If you wish to resolve this matter amicably, please feel free to contact this office within fourteen (14) days of receipt of this communication. If the matter has not been resolved within that time, my client(s) will avail him/herself of all available remedies under law and equity.

[redacted]

15 CHEVROLET TAHOE LT
VIN: 1GNSKBKCXFR[redacted]

RO [redacted]

Serv. Adv. [redacted]

RO Date	05/08/2017	Mileage In	24,580	Invoice Date	05/08/2017	Mileage Out	24,580
Pay Method	Cash	G/L Group	1	Shop Charge?	N	Warr. Type	C
Customer Control No.	[redacted]	Warr. Auth. No.		Serv.Cont. Deduct.	$0.00	Warr. Deduct.	$0.00
Discount Coupon Amount	$0.00	Sales Tax?	Y	Charge 1?	N	Charge 2?	N

Line A

Op-Code: 56 Type: Customer Pay Rate:

Complaint: Customer states A/C BLOWING WARM AIR

Cause: technician found a/c condenser is leaking from left side tank

Correction: ordered part for future repair

TECH	NAME	BILL. HOURS	ACT. HOURS	AMOUNT
A14	SPENCE, THEO	0.0	0.0	$0.00

Labor Total $0.00

Line Total $0.00

Line B

Op-Code: 56 Type: Customer Pay Rate:

Complaint: Customer states HEARS A CLICKING NOISE WHEN APPLYING BRAKE PAD.

Cause: found right rear caliper braket is noisey

Correction: ordered parts for future repair

TECH	NAME	BILL. HOURS	ACT. HOURS	AMOUNT
A14	SPENCE, THEO	0.0	0.0	$0.00

Labor Total $0.00

Line Total $0.00

Line C

Op-Code: 76 Type: Customer Pay Rate:

Complaint: CUSTOMER RESPONSIBLE FOR DIAGNOSTIC CHARGE OF $195.00 PLUS TAX IF ANYNEEDED REPAIRS NOT COVERED UNDER WARRANTY,EXTENDED WARRANTY OR IF CUSTOMER DECLINES NEEDED REPAIRS CUSTOMER WILL BE ADVISED IF ADDITIONAL TIME REQUIRED FOR DIAGNOSIS

TECH	NAME	BILL. HOURS	ACT. HOURS	AMOUNT
A14	SPENCE, THEO	0.0	0.0	$0.00

Labor Total $0.00

Line Total $0.00

Summary of Charges

War/Int/SvCont Charges

Payable Type	Acct No.	Amount
		$0.00

Charges for [redacted]

Payable Acct No.	Amount
	$0.00

Receivable Control No.	Acct No.	Amount

Receivable Control No.	Acct No.	Amount

$0.00	$0.00

RO Labor Total	**$0.00**
RO Parts Total	**$0.00**
RO Sublets Total	**$0.00**
RO Misc Total	**$0.00**
RO Grand Total	**$0.00**

PE18-012

GM

3-27-2019

Q3

[redacted]

Anthony Squeo

From: Jahela Martinez (C) <jahela.martinez@gm.com>
Sent: Tuesday, August 22, 2017 2:15 PM
To: Anthony Squeo
Subject: RE: [redacted] v. GM

Importance: High

Hello Anthoy,

Can you please send me the RO for the condenser repair?

Thank you!

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

From: Anthony Squeo [mailto:anthony@kristalautomall.com]
Sent: Friday, August 18, 2017 4:06 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Customer was in yesterday for installation of condenser and brake caliper bracket picked up vehicle yesterday at end of day yes he does have vehicle

Sent from my iPhone

On Aug 18, 2017, at 4:03 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

> Hello Anthony,
>
> How did the repairs go? Was the vehicle fixed? Is the vehicle back in customer's hands?
>
> Thanks!
>
> If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
> Jahela
> Business Resource Center
> Alorica on Behalf of General Motors

KRISTAL AUTO MALL
5200 KINGS HIGHWAY
BROOKLYN, NY 11234
(718) 253-7575 FAX (718) 253-2028
WWW.KRISTALAUTOMALL.COM

[redacted]

EIS

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	25658	25658	08/17/17 10:13	08/17/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]	[redacted]		MARILYN GARCIA (44)	

KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMMENTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY BE RECIEVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	4416040		A34	3.00	Warranty	$382.32

Concern Customer states a/c blowing warm air (pink slip)
Cause a/c condenser leaking from left side tank
Correction removed and replaced a/c condenser . verified proper operation

Warranty Claim Information

Detail Labor Operations

OpCode	Hours	Tech
4416040	2.70	A34
SLD	0.00	A34
SLT	0.30	A34
Other	0.00	A34
SLA	0.00	A34
SLP	0.00	A34
SLS	0.00	A34

	Part Number	Description	Qty.	Unit Price	Ext. Price
X	84211191	*W-(S)CONDENSER	1	$281.91	$281.91
	12356150	REFRIGERANT	32	$0.55	$17.60
	12346290	COOLANT	1	$17.69	$17.69
	88901445	LUBRICANT	1	$4.25	$4.25
				Parts Total...	$321.45
		Total Hours: 3.00		Line Total...	$703.77

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B *	2420080		A14	0.60	Warranty	$76.46

Concern Customer states HEARS A CLICKING NOISE WHEN APPLYING BRAKE PAD
Cause clicking noise coming from right rear caliper bracket
Correction replaced right Rear Brake Caliper Hardware

Warranty Claim Information

Detail Labor Operations

OpCode	Hours	Tech
2420080	0.60	A14
SLD	0.00	A14
SLT	0.00	A14
Other	0.00	A14
SLA	0.00	A14
SLP	0.00	A14
SLS	0.00	A14

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	25658	25658	08/17/17 10:13	08/17/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]	[redacted]		MARILYN GARCIA (44)	

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B *	Continued					

Part Number	Description	Qty.	Unit Price	Ext. Price
23157701	PIN KIT	1	$11.94	$11.94
X 15265833	BRACKET	1	$83.43	$83.43
			Parts Total...	$95.37
	Total Hours: 0.60		Line Total...	$171.83

C * 9996 A14 0.00 Customer

Concern Customer states battery went dead this morning had to be boosted to start .
Cause tested battery , battery passed at this time.
Correction could not duplicate customers concern.

D * 9996 A14 0.00 Customer

Concern CUSTOMER RESPONSIBLE FOR DIAGNOSTIC CHARGE OF $195.00 PLUS TAX IF ANYNEEDED REPAIRS NOT COVERED UNDER WARRANTY,EXTENDED WARRANTY OR IF CUSTOMER DECLINES NEEDED REPAIRS CUSTOMER WILL BE ADVISED IF ADDITIONAL TIME REQUIRED FOR DIAGNOSIS

Authorized Estimates

Date/Time	Amount	Authorized By	Authorization Method	Phone/Email
08/17/2017 10:13	$197.00		Initial Estimate	

Non-Customer Totals

Charge Description	Acct #	Amount
W - Labor	46200	$458.78
W - Parts	48000	$416.82
TOTAL WARRANTY	26300	$875.60

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	25658	25658	08/17/17 10:13	08/17/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]	[redacted]		MARILYN GARCIA (44)	

Customer Totals

Charge Description	Acct #	Amount
TOTAL CUSTOMER		**No Charge**

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X _____
CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained hereon is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notifi- cation at the servicing dealer for inspection by manufacturer's representative.

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

PE18-012

GM

3-27-2019

Q3

Anthony Squeo

From: Jahela Martinez (C) <jahela.martinez@gm.com>
Sent: Monday, July 31, 2017 8:13 AM
To: Anthony Squeo
Subject: RE: [redacted] v. GM

Importance: High

Good morning Anthony,

Thank you for the email below. Can you please send me all of the repair orders that you have now and sales docs if your dealership sold the vehicle? We will still need all of that today that way we can start assessing the customer's case. I will document that there is a pending repair for the AC Condenser.

Thank you!

From: Anthony Squeo [mailto:anthony@kristalautomall.com]
Sent: Friday, July 28, 2017 4:51 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Truck is not here I don't remember any damage it hasn't been here since May 8 it's waiting for an a/c condenser

Sent from my iPhone

On Jul 28, 2017, at 4:07 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

> R[redacted]
> [redacted]
> 2015 Chevrolet Tahoe
> 1GNSKBKCXFR[redacted]
>
> Hello Anthony,
>
> Please see enclosed document. Do you know if the vehicle had any accident damage? Aftermarket modifications? Is the vehicle currently there? Please let me know.
>
> Thank you.
>
> If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
> Jahela

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.

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KRISTAL

The Right Choice!

5200 Kings Highway
Brooklyn, NY 11234
(718) 253-7575 * Fax (718) 692-2150
www.kristalautomall.com

CHEVROLET BUICK GMC

[redacted]

EIS

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	24580	24580	05/08/17 10:16	05/08/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]	[redacted]		MARILYN GARCIA (44)	

KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMMENTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY BE RECIEVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A *	56		A14		Customer	$0.00

Concern: Customer states A/C BLOWING WARM AIR
Cause: technician found a/c condenser is leaking from left side tank
Correction: ordered part for future repair

Line Total... $0.00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B *	56		A14		Customer	$0.00

Concern: Customer states HEARS A CLICKING NOISE WHEN APPLYING BRAKE PAD.
Cause: found right rear caliper braket is noisey
Correction: ordered parts for future repair

Line Total... $0.00

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C *	76		A14		Customer	$0.00

Concern: CUSTOMER RESPONSIBLE FOR DIAGNOSTIC CHARGE OF $195.00 PLUS TAX IF ANYNEEDED REPAIRS NOT COVERED UNDER WARRANTY,EXTENDED WARRANTY OR IF CUSTOMER DECLINES NEEDED REPAIRS CUSTOMER WILL BE ADVISED IF ADDITIONAL TIME REQUIRED FOR DIAGNOSIS

Line Total... $0.00

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	24580	24580	05/08/17 10:16	05/08/17	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]			MARILYN GARCIA (44)	

Totals

	Amount
TOTAL CUSTOMER	No Charge

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

X _____

CUSTOMER SIGNATURE

On behalf of servicing dealer, I hereby certify that the information contained herein is accurate unless otherwise shown. Warranty services described were performed at no charge to owner. There was no indication from the appearance of the vehicle or otherwise, that any part repaired or replaced under this claim had been connected in any way with any accident, negligence, or misuse. Records supporting this claim are available for (1) year from the date of payment notifi- cation at the servicing dealer for inspection by manufacturer's representative.

X _____

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

(DATE)

KRISTAL AUTO MALL
5200 KINGS HIGHWAY
BROOKLYN, NY 11234
(718) 253-7575 FAX (718) 253-2028
WWW.KRISTALAUTOMALL.COM

[redacted]

SIS

[redacted]

VEHICLE ID	MILES IN	MILES OUT	DATE/TIME IN	DATE OUT	INVOICE NO.
1GNSKBKCXFR[redacted]	16521	16521	11/25/16 10:36	11/25/16	[redacted]

VEHICLE DESCRIPTION	TAG NO.	STATUS
2015 CHEVROLET TAHOE LT (BLACK)	[redacted]	COMPLETE

CONTROL NO.	LICENSE PLATE NO.	CUST. LABOR RATE	PROD. DATE	IN-SERV DATE	DELIV. DATE	DELIV. MILES	TERMS
[redacted]	[redacted]	133.88					No Charge

HOME PHONE	WORK PHONE	CELL PHONE	STOCK NO.	SERV. ADV.	RO COMMENT
	[redacted]	[redacted]		ANTHONY SQUEO (47)	

KRISTAL EXTENDS OUR SINCERE APPRECIATION FOR YOUR PATRONAGE. WE STRIVE TO PROVIDE QUALITY SERVICE AND COMPLETE SATISFACTION. YOUR COMMENTS WILL HELP US TO ACHIEVE OUR GOAL. YOU MAY BE RECIEVING A SURVEY IN THE MAIL AND WE WOULD APPRECIATE YOU RETURNING IT PROMPTLY WITH A RATING OF COMPLETE SATISFACTION. WE THANK YOU.

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
A	9102276		A34	0.30	Warranty	$38.23

Concern 16007: ZPSR - Product Safety Recall - Frontal Airbag And PretensionerNon Deploy - (09/08/2016)

Correction 16007: ZPSR - Product Safety Recall - Frontal Airbag And PretensionerNon Deploy - (09/08/2016)

Warranty Claim Information

Detail Labor Operations

OpCode	Hours	Tech
9102276	0.20	A34
SLD	0.00	
SLT	0.10	A34
Other	0.00	
SLA	0.00	
SLP	0.00	
SLS	0.00	

Total Hours: 0.30 **Line Total... $38.23**

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
B	9101695		A34	0.40	Warranty	$50.98

Concern 15304: ZSUB - Service Update Bulletins - 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* - (09/16/2015)

Correction 15304: ZSUB - Service Update Bulletins - 4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY* - (09/16/2015)

Warranty Claim Information

Detail Labor Operations

OpCode	Hours	Tech
9101695	0.40	A34
SLD	0.00	
SLT	0.00	
Other	0.00	
SLA	0.00	
SLP	0.00	
SLS	0.00	

Total Hours: 0.40 **Line Total... $50.98**

Line	Op-Code	Fail Code	Tech	Hours	Type	Amount
C	4023850		A34	1.40	Warranty	$178.42

Concern Customer states BRAKE PEDAL GETS VERY HARD COMING TO STOP BRAKES DO NOT HOLD TRUCK KEEPS ROLLING

PE18-012

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3-27-2019

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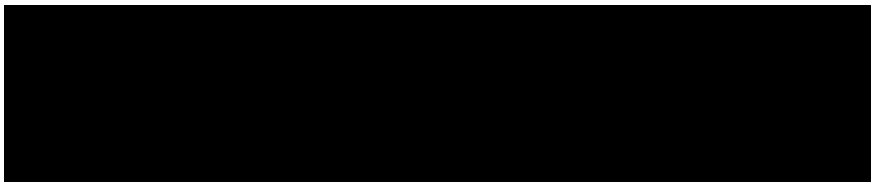

Lease Date: 03/09/2015 (WITH ARBITRATION PROVISION) DEAL# 413746 GM Financial Leasing

Lessor Name and Business Address		
WS HEALEY CHEVROLET BUICK INC. 5216 ROUTE 17M NEW HAMPTON, NY 10958	[redacted] County:	[redacted]
Lessee Billing Address (if different than above)	**Vehicle Garaging Address (if different than above)**	
	County:	Principal Driver: (if business use)

In this Lease, "you" and "your" mean the lessee and co-lessee. "We," "us" and "our" mean the lessor, and any assignee of this Lease. The terms, conditions, and disclosures in this Lease govern your Lease with us. Each of you who signs the Lease is individually liable to us for all Lease obligations. You are leasing the Vehicle described below (the "Vehicle") from us. You agree to pay all amounts due under the Lease and fulfill all your obligations under the Lease. In this Lease, "e" means an estimate. The Consumer Leasing Act Disclosures shown below are also terms of this Lease. You are leasing the Vehicle and have no ownership rights in the Vehicle unless you exercise your purchase option.

Monthly Payment Lease: If your payment schedule shows monthly scheduled payments in Item 3A, your lease is a monthly payment lease.
Single Payment Lease: If your payment schedule shows a single scheduled payment in Item 3B, your lease is a single payment lease.

1. The Vehicle

New/Used	Year	Make	Model	Body Style	Vehicle ID #	Odometer	Primary Use
NEW	2015	CHEVROLET	TAHOE	SUBN	1GNSKBKCXFR[redacted]	199	Personal, unless otherwise indicated below ☐ business or commercial ☐ agricultural

CONSUMER LEASING ACT DISCLOSURES

2. Amount Due at Lease Signing or Delivery
(itemized in Item 6)
$ 2495.54

3. Scheduled Payments
A. Your first monthly payment of $ 765.72 is due on 03/09/15 followed by 38 monthly payments of $ 765.72 due on the 8TH of each month.
B. Your single payment of $ N/A is due on N/A.
C. The Total of your Scheduled Payments is $ 29863.08.

4. Other Charges (not part of your scheduled payment)
A. Disposition fee (if you do not purchase the Vehicle) $ 0.00
B. N/A $ N/A
C. N/A $ N/A
D. Total $ 0.00

5. Total of Payments
(The amount you will have paid by the end of the Lease)
$ 31592.90
(2 + 3C + 4D – 6A3 – 6A4 – 6A5)

6. Itemization of Amount Due at Lease Signing or Delivery

A. Amount Due at Lease Signing or Delivery:		B. How the Amount Due at Lease Signing or Delivery will be paid:	
1. Capitalized cost reduction	$ 1230.00		
2. Taxes on capitalized cost reduction	$ 109.16	1. Net trade-in allowance	$ N/A
3. First monthly payment	$ 765.72		
4. Single scheduled payment	$ N/A	2. Rebates and noncash credits	$ 635.00
5. Refundable security deposit	$ N/A		
6. Lease acquisition fee	$ N/A	3. Amount to be paid in cash	$ 1860.54
7. Title fees	$ N/A		
8. License and registration fees	$ 296.50	4. Other N/A	$ N/A
9. Sales/use tax	$ 6.66		
10. DOC	$ 75.00	5. Total	$ 2495.54
11. NY TIRE	$ 12.50		
12. Total	$ 2495.54		

7. Your scheduled payment is determined as shown below:

A. **Gross capitalized cost.** The agreed upon value of the Vehicle ($ 57887.26) and any items you pay over the Lease term (such as service contracts, insurance, and any outstanding prior credit or lease balance).		$ 61123.63
B. **Capitalized cost reduction.** The amount of any net trade-in allowance, rebate, noncash credit, or cash you pay that reduces the gross capitalized cost.	–	$ 1230.00
C. **Adjusted capitalized cost.** The amount used in calculating your base scheduled payment.	=	$ 59893.63
D. **Residual value.** The value of the Vehicle at the end of the Lease used in calculating your base scheduled payment.	–	$ 33604.20
E. **Depreciation and any amortized amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term.	=	$ 26289.43
F. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts.	+	$ 3573.65
G. **Total of base scheduled payments.** The depreciation and any amortized amounts plus the rent charge.	=	$ 29863.08
H. **Lease payments.** The number of payments in your Lease.	÷	39
I. **Base scheduled payment.**	=	$ 765.72
J. **Sales/use tax (e).**	+	$ N/A
K. N/A	+	$ N/A
L. N/A	+	$ N/A
M. **Total Scheduled Payment.**	=	$ 765.72

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. **Excessive Wear and Use.** You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000

E. **Depreciation and any amortized amounts.** The amount charged for the Vehicle's decline in value through normal use and for other items paid over the Lease term. = $ 26289.43

F. **Rent charge.** The amount charged in addition to the depreciation and any amortized amounts. + $ 3573.65

G. **Total of base scheduled payments.** The depreciation and any amortized amounts plus the rent charge. = $ 29863.08

H. **Lease payments.** The number of payments in your Lease. ÷ 39

I. **Base scheduled payment.** = $ 765.72

J. **Sales/use tax (e).** + $ N/A

K. N/A + $ N/A

L. N/A + $ N/A

M. **Total Scheduled Payment.** = $ 765.72

Early Termination. You may have to pay a substantial charge if you end this Lease early. The charge may be up to several thousand dollars. The actual charge will depend on when the Lease is terminated. The earlier you end the Lease, the greater this charge is likely to be.

8. Excessive Wear and Use. You may be charged for excessive wear based on our standards for normal use and for mileage in excess of 10,000 miles per year at the rate of $ 0.25 per mile.

9. Purchase Option at End of Lease Term. You have an option to purchase the Vehicle at the end of the Lease term for $ 33604.20 plus a purchase option fee of $ 0.00 The purchase option price does not include official fees such as those for taxes, tags, licenses and registration.

10. Other Important Terms. See your Lease documents for additional information on early termination, purchase options, maintenance responsibilities, warranties, late and default charges, insurance, and any security interest, if applicable.

11. The Trade-In Vehicle

Year N/A
Make N/A
Model N/A

A. Gross Amount of Trade-In Allowance $ N/A
B. Prior Credit or Lease Balance − $ N/A
C. Net Trade-In Allowance (If less than 0 then enter 0) = $ N/A

12. Itemization of Gross Capitalized Cost

A. Agreed upon value of the Vehicle:	$ 57887.26	Optional Products and Services:	
Other amounts included in the gross capitalized cost:		I. N/A	$ N/A
B. Taxes	$ 2641.37	J. N/A	$ N/A
C. Title, license, and registration fees	$ N/A	K. N/A	$ N/A
D. Lease acquisition fee	$ 595.00	L. N/A	$ N/A
E. Documentation fee	$ N/A	M. N/A	$ N/A
F. Prior credit or lease balance on trade-in vehicle	$ N/A	N. N/A	$ N/A
G. N/A	$ N/A	O. N/A	$ N/A
H. N/A	$ N/A	P. Total Gross Capitalized Cost:	$ 61123.63

IF YOU DO NOT MEET YOUR OBLIGATIONS UNDER THIS LEASE, WE MAY RETAKE THE VEHICLE.

13. Official Fees and Taxes. The total amount you will pay for official and license fees, registration, title, and taxes over the term of your Lease, whether included in your scheduled payments or assessed otherwise, $ 3656.82 (e). The total fees and taxes you pay may be different than this estimate based on changes in the tax or fee rates and the value of the Vehicle when the fee or tax is determined.

THE AMOUNT INDICATED ON THIS LEASE AGREEMENT FOR REGISTRATION AND TITLE FEES IS AN ESTIMATE. IN SOME INSTANCES, IT MAY EXCEED THE ACTUAL FEES DUE THE COMMISSIONER OF MOTOR VEH[redacted] SUCH REGIS[redacted]

Lessee's In[redacted]

14. Late [redacted]ys of the date it is due, you will pay a late charge of: the lesser of $25 or 5% of the unpaid portion of the late payment.

You will not have to pay a late charge if the only amount that is late is a late charge you owed for an earlier late payment.

15. Returned Payments and Unpaid Fines and Fees. You will also pay a returned payment charge of $ N/A for any check, instrument or electronic funds debit that is returned unpaid for any reason, if the law allows it. If you don't pay a fine, penalty, toll, or parking ticket and we elect to pay it, you will reimburse us for the amount paid plus a $ N/A Administrative Fee per incident, if the law allows it.

16. Warranties. The leased Vehicle is subject to the following express warranties:

☐ Manufacturer's Standard Warranty

☐ N/A

N/A

If neither of the boxes above is checked, and no warranty is indicated in the blank lines immediately above, there is no express warranty on the leased Vehicle.

Warranty papers that are separate from this Lease state any coverage limits.

The law gives you a warranty that the Vehicle conforms to the description in this Lease.

Except as provided above or prohibited by law, the following three sentences apply. YOU ARE LEASING THE VEHICLE "AS IS". WE MAKE NO EXPRESS WARRANTIES ON THE VEHICLE. WE DISCLAIM ANY WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE.

If we make a written warranty covering the Vehicle or, within 90 days of the Lease Date we enter into a service contract covering the Vehicle, this disclaimer will not affect any implied warranties during the term of the written warranty or service contract. It also does not affect any warranties or other rights provided to you under the New York Lemon Laws.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the Itemization of Amount Due at Lease Signing or Delivery (Item 6), it has been added to the Gross Capitalized Cost (Item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

Administrative Fee per incident, if the law allows it.

17. OPTIONAL PRODUCTS AND SERVICES

You are not required to buy any of the following optional products and services to enter into the Lease. The term of any product or service will be the Lease term, unless a different term is shown below. If you decide you want to purchase an optional product or service, review the terms of the contract that describe the product or service before you initial below. A completed copy of the contract will be given to you as soon as practicable. **By initialing below, you indicate that you want to buy the optional products and services indicated. If the cost shown below is not shown as part of the itemization of Amount Due at Lease Signing or Delivery (item 6), it has been added to the Gross Capitalized Cost (item 7A).**

Optional Product or Service	Coverage	Price	Name of Provider	Approval
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A
N/A	N/A	N/A	N/A	Lessee Initials N/A

18. TYPES AND AMOUNTS OF REQUIRED INSURANCE COVERAGE

You must maintain: Bodily Injury Coverage with $ 100,000 / $ 300,000 limits; Property Damage Coverage with $ 50,000 / $ 500,000 limits or combined single limit; Collision, Fire, Theft and Comprehensive Coverage with a maximum deductible of $ 1,000. See item 23(a) for additional insurance provisions. You confirm that insurance policies that meet the requirements described in this Lease are in force on the date of this Lease as follows:

Insurance Company Name _____ Insurance Agency Name _____

Agency Address _____ Agency Phone Number _____

Agent's Name _____ Policy Number _____

Deductibles: Collision $ N/A Comprehensive $ _____

19. SCHEDULED LEASE END AND LEASE TERM

A. This Lease is scheduled to end on a date determined as follows: (1) If the date of this Lease is the 29th, 30th, or 31st of the month, start with the 1st day of the month immediately following the date of this Lease and move forward by the number of months in the lease term (item 19B); or (2) If the date of this Lease is not the 29th, 30th, or 31st of the month, start with the date of this Lease and move forward by the number of months in the lease term (item 19B).

B. The scheduled lease term is 39 months.

20. HOW

This Lease contains the en... Any change to the Lease m... changes are binding.

Lessee Signs X _____

Co-Lessee Signs X _____

NOTICE: THE ... PORTANT TERMS AND CONDITIONS, INC...

Agreement to ... pursuant to the Arbitration Provision on the reve... any disputes by ... action. See the Arbitration Provision for additio...

Lessee Signs _____ Co-Lessee Signs X _____

THE FOLLOWING DISCLOSURES ARE REQUIRED BY NEW YORK LAW:

A. Capitalized cost ($ 61123.63) is the sum of the adjusted capitalized cost and any capitalized cost reduc... payment may be negotiable.

B. Adjusted capitalized cost ($ 59893.63) is the amount which is capitalized in connection with the lease and is used in determining the amount of your scheduled payment. This amount will be used in determining your early termination liability. The adjusted capitalized cost may be used to compare the early termination provisions of competing lessors.

C. The estimated residual value is $ 33604.20.

Notice is hereby given that the rights, but not the obligations, of N/A to purchase and/or sell the asset described in this Lease have been assigned to N/A pursuant to an agreement between N/A and N/A.

YOU AGREE TO THE TERMS OF THIS LEASE. YOU ACKNOWLEDGE YOU HAVE EXAMINED THE VEHICLE, THAT THE VEHICLE IS EQUIPPED AS YOU WANT, AND THAT IT IS IN GOOD CONDITION. YOU ACCEPT THE VEHICLE FOR ALL PURPOSES OF THE LEASE. YOU UNDERSTAND THAT YOU HAVE NO OWNERSHIP RIGHTS IN THE VEHICLE UNLESS YOU EXERCISE YOUR OPTION TO PURCHASE THE VEHICLE.

WARNING: IMPORTANT CONSUMER PROTECTIONS MAY NOT APPLY IF THIS AGREEMENT INDICATES THAT YOU ARE LEASING THE VEHICLE PRIMARILY FOR AGRICULTURAL, BUSINESS, OR COMMERCIAL PURPOSE.

NOTICE TO THE LESSEE: (1) DO NOT SIGN THIS LEASE BEFORE YOU READ IT OR IF IT CONTAINS ANY BLANK SPACE. (2) YOU ARE ENTITLED TO A COMPLETELY FILLED IN COPY OF THIS LEASE WHEN YOU SIGN IT.

You acknowledge receipt of a true and completely filled-in copy of all pages of this lease at the time you signed it, including the arbitration provision on the rever... OR VEHICLE LEASE AGREEMENT

LESSEE SIGNATURES

Lessee Signature _____ Date 03/09/15 Co-Lessee Signature _____ Date 03/09/15

Type/Print Lessee Name _____ Type/Print Co-Lessee Name _____

Commercial Lessee N/A Date _____ By _____

Type/Print Name _____ Type/Print Title _____

LESSOR'S ACCEPTANCE

The Lessor's authorized signature indicates the Lessor has accepted the terms, conditions and obligations of this Lease.

Lessor Name: WS HEALEY CHEVROLET BUICK INC.
Lienholder Name: WELLSFRGO AS CTL AGT
Assignee Name: ACAR Leasing Ltd.

By: _____
Type/Print Name: _____
Type/Print Title: _____

PE18-012

GM

3-27-2019

Q3

Columbus copy document requested by fzb9cr at 8:15:21 AM on 8/1/2017

2015 TAHOE 4WD LT GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK RENAISSANCE CENTER
ORDER NO. SGSHWG/TRE STOCK NO. DETROIT MI 48243-1114
VIN 1GN SKBK CX FR[redacted] VEHICLE INVOICE [redacted]
**********0629******13*02296S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
CK15706 TAHOE 4WD LT	53755.00	49992.16	INVOICE 01/27/15
AVF **UNIT BUILT AFTER OCT 6, 2014	0.00	0.00	SHIPPED 01/27/15
L83 ENGINE, 5.3L V8 ECOTEC3	N/C	N/C	EXP I/T 02/13/15
MYC TRANSMISSION, 6 SPD AUTOMATIC	N/C	N/C	INT COM 02/13/15
NE1 50-STATE EMISSIONS	N/C	N/C	PRC EFF 01/27/15
PCJ SUN, ENTERTAINMENT, DESTINATIO	3255.00	2864.40	KEYS V3023 V3023
PACKAGE:			WFP-F QTR OPT-1
* POWER SUNROOF			BANK: ALLY - 020
* CHEVROLET MYLINK AUDIO SYSTEM W/ 8" DIAGONAL COLOR TOUCH & NAVIGATION			CHG-TO 02-296
			SHIP WT: 5649
* REAR SEAT ENTERTAINMENT			HP: 45.7
* ADD'L 9 MONTHS XM RADIO			GVWR: 7300
PCK LUXURY PACKAGE:	2940.00	2587.20	GAWR.FT: 3600
* PASSIVE ENTRY SYSTEM, INCL. REMOTE KEYLESS START			GAWR.RR: 4100
			EMPLOY: 55667.22
* SEATS, 2ND ROW 60/40 SPLIT BENCH POWER RELEASE			SUPPLR: 57928.56
			NTR: 1/2
* HEATED, 2ND ROW SEATS			EMPINC: 3500.35
* SEATS, 3RD ROW 60/40 SPLIT BENCH POWER FOLD			SUPINC: 1239.01
* STEERING COLUMN, POWER TILT AND TELESCOPIC			
* HEATED STEERING WHEEL			
* FRONT AND REAR PARK ASSIST			
* REAR CROSS TRAFFIC ALERT			
* SIDE BLIND ZONE ALERT WITH LANE DEPARTURE ALERT			
* REAR CROSS TRAFFIC ALERT ADJUSTABLE W/ TURN SIGNAL			
* FRONT FOG LAMPS			
* WIRELESS CHARGING			
* HANDSFREE LIFTGATE			
RD4 WHEELS, 20" POLISHED ALUMINUM	1400.00	1232.00	
R6M NEW JERSEY SURCHARGE	0.00	135.00	
SFZ BLACK BOWTIE EMBLEMS (DEALER INSTALLED)	185.00	162.80	
VV4 ONSTAR(R) WI-FI	0.00	0.00	
1SZ SUN, ENTERTAINMENT AND DESTINATIONS PACKAGE DISCOUNT	500.00-	440.00-	

** CONTINUED ON PAGE 2 **

SCHUMACHER CHEVROLET INC

Columbus copy document requested by fzb9cr at 8:15:30 AM on 8/1/2017

2015 TAHOE 4WD LT — GENERAL MOTORS LLC
GBA BLACK /V8G
H2U JET BLACK — RENAISSANCE CENTER
ORDER NO. SGSHWG/TRE STOCK NO. — DETROIT MI 48243-1114
VIN 1GN SKBK CX FR[redacted] — VEHICLE INVOICE [redacted]
**********0629******13*02296S

MODEL & FACTORY OPTIONS	MSRP	INV AMT	RETAIL - STOCK
** CONTINUED FROM PAGE 1 **			

TOTAL MODEL & OPTIONS	61035.00	56533.56	ACT 237 55897.51
DESTINATION CHARGE	1195.00	1195.00	H/B 261 1831.05
DEALER IMR CONTRIBUTION		610.35	ADV 261 610.35
LMA GROUP CONTRIBUTION		610.35	EXP 65A 610.35
TOTAL	62230.00	58949.26	PAY 310 58949.26
MEMO: TOTAL LESS HOLDBACK AND APPROX WHOLESALE FINANCE CREDIT		56311.88	

****

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.

SCHUMACHER CHEVROLET INC

REMIT TO ALLY NO. 020
VIN 1GNSKBKCXFR[redacted]
$ 58949.26 INV [redacted]
DUE 02/13/15 DEALER 02-296

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

September 11, 2017

Eugene Krukas, Esq.
Eugene Krukas PLLC
2005 Merrick Rd, Suite 392
Merrick, NY 11566

RE: [redacted]
Service Reques [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXFR[redacted]
Customer Relationship Specialist: Jahela

Dear Mr. Krukas:

We regret that your clients are dissatisfied with their 2015 Chevrolet Tahoe 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 $4,200.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) 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

cc: FILE

Attach.

_____

Odometer

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

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Monday, September 11, 2017 12:34 PM
To: 'ekrukas@lemonfreedom.com'
Subject: [redacted] v. GM
Attachments: 6. Initial Offer.pdf; 6. Release 1.pdf

RE: [redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Dear Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

September 14, 2017

Eugene Krukas, Esq.
Eugene Krukas PLLC
2005 Merrick Rd, Suite 392
Merrick, NY 11566

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXFR[redacted]
Customer Relationship Specialist: Jahela

Dear Mr. Krukas:

We regret that your clients are dissatisfied with their 2015 Chevrolet Tahoe 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 $5,000.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) 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

cc: FILE

Attach.

_____

Odometer

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

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Thursday, September 14, 2017 9:44 AM
To: 'Eugene Krukas'
Subject: [redacted] v. GM
Attachments: 6. Offer 2.pdf; 6. Release 2.pdf

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Tuesday, September 12, 2017 12:26 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Jahela,

I have authority to counter with demand for $11,500 inclusive. Please advise.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Mon, Sep 11, 2017 at 12:33 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Dear Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

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

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

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

September 15, 2017

Eugene Krukas, Esq.
Eugene Krukas PLLC
2005 Merrick Rd, Suite 392
Merrick, NY 11566

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXFR[redacted]
Customer Relationship Specialist: Jahela

Dear Mr. Krukas:

We regret that your clients are dissatisfied with their 2015 Chevrolet Tahoe 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 $5,500.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) 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

cc: FILE

Attach.

_____

Odometer

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

PE18-012

GM

3-27-2019

Q3

. [redacted]

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Friday, September 15, 2017 2:20 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM
Attachments: 6. Offer 3.pdf; 6. Release 3.pdf

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]
Hello Mr. Krukas,

Last offer. Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

GENERAL MOTORS

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Friday, September 15, 2017 2:12 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

I have authority to reduce the demand to $10,700. Please advise.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Thu, Sep 14, 2017 at 9:44 AM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Tuesday, September 12, 2017 12:26 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Jahela,

I have authority to counter with demand for $11,500 inclusive. Please advise.

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

On Mon, Sep 11, 2017 at 12:33 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Dear Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

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PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Eugene Krukas <ekrukas@lemonfreedom.com>
Sent: Sunday, October 01, 2017 7:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] [redacted]

It's attached. Please forward Release Agreement.

Thanks.

Sent from my iPad

Begin forwarded message:

From: [redacted]
Date: September 30, 2017 at 10:46:37 PM EDT
To: Eugene Krukas <ekrukas@lemonfreedom.com>
Subject: Re: Eisdorfer - GM Settlement

lice and courts.

OCUMENT

Sent from my iPhone

On Sep 29, 2017, at 3:23 PM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:

[redacted],

Following up concerning Registration Card for your vehicle. Kindly forward me a copy at your earliest opportunity.

Thanks,

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

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 $4,200.00 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 lease, repair, maintenance, operation, alteration, or use of Releasors' 2015 Chevrolet Tahoe bearing Vehicle Identification Number 1GNSKBKCXFR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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 are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

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 Joel Eisdorfer & Elly Krieger.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

PE18-012

GM

3-27-2019

Q3

RELEASE OF CLAIM

[redacted], (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of $5,000.00 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 lease, repair, maintenance, operation, alteration, or use of Releasors' 2015 Chevrolet Tahoe bearing Vehicle Identification Number 1GNSKBKCXFR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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 are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

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 Joel Eisdorfer & Elly Krieger.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

PE18-012

GM

3-27-2019

Q3

RELEASE OF CLAIM

We, [redacted], (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of $5,500.00 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 lease, repair, maintenance, operation, alteration, or use of Releasors' 2015 Chevrolet Tahoe bearing Vehicle Identification Number 1GNSKBKCXFR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

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 are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

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 Joel Eisdorfer & Elly Krieger.

_____

Signature of Notary Public

_____

Print, type or stamp Commissioned Name of Notary Public

Personally Known _____OR Produced identification _____

Type of identification _____

My commission expires: _____

CC: File

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

September 15, 2017

Eugene Krukas, Esq.
Eugene Krukas PLLC
2005 Merrick Rd, Suite 392
Merrick, NY 11566

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXF[redacted]
Customer Relationship Specialist: Jahela

Dear Mr. Krukas:

We regret that your clients are dissatisfied with their 2015 Chevrolet Tahoe 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 $5,500.00

The above offer is inclusive of any and all costs, fees, expenses, and attorney's fees, known or unknown, that are associated with the above-referenced vehicle and is contingent upon receipt of a copy of the current registration (valid for at least 30 days beyond the date this letter is signed by your clients) 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

cc: FILE

Attach.

[redacted] 584

[redacted]ture

10/30/17
Date

[redacted]

Date

RELEASE OF CLAIM

We, [redacted] (hereinafter referred to as "Releasors"), on behalf of ourselves and our assigns, heirs and executors, in consideration of $5,500.00 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 lease, repair, maintenance, operation, alteration, or use of Releasors' 2015 Chevrolet Tahoe bearing Vehicle Identification Number 1GNSKBKCXFR[redacted] ("Subject Vehicle"), including but not limited to any claims based on any alleged defects in the subject vehicle. This Release of Claim shall not be construed to release any of the above named persons or entities from any liability regarding claims of personal injury or products liability arising out of the use or operation of the Subject Vehicle after the date of execution of this release. Notwithstanding the above, General Motors LLC agrees to honor the remaining term of the manufacturer's express limited warranty, which accompanied the sale of the subject vehicle. If Releasors have initiated any court, arbitration or other proceeding against Releasees, Releasors immediately will dismiss the proceeding with prejudice.

The subject vehicle's mileage is 28,584 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 are not relying on any representations, promises or inducements other than those stated in this release.

PLEASE READ CAREFULLY BEFORE SIGNING. BY SIGNING THIS RELEASE, YOU ARE SIGNIFYING THAT YOU HAVE READ IT, UNDERSTAND IT, AND AGREE TO ITS TERMS.

We agree to the terms of this Release of All Claims

[redacted] 10/18/17

Claimant's Signature

[redacted]

Address

[redacted]

Passaic, NJ [redacted]

City, State, Zip Code

[redacted]

Address

City, State, Zip Code

STATE OF NJ

COUNTY OF Passaic

Sworn to (or affirmed) and subscribed before me this 18th day of October, 2017.

by [redacted]

Donna Greenbaum

Print, type or stamp Commissioned Name of Notary Public

Personally Known ✓ OR Produced identification _____

Type of identification _____

My commission expires: _____

DONNA GREENBAUM
Notary Public, State of New Jersey
My Commission Expires
December 01, 2019

CC: File

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.
Eugene Krukas PLLC

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

3 Check appropriate box for federal tax classification; check only **one** of the following seven boxes:
☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate
☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=partnership) ▶ S
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.)
2635 Karen Street

Requester's name and address (optional)

6 City, state, and ZIP code
Bellmore, NY 11710

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** ▶ 1/31/17

General Instructio[redacted]

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 [redacted]tion)
- 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

[redacted]

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Friday, July 28, 2017 4:04 PM
To: 'john.daly@gm.com'
Subject: BRC-Legal Initial Notification of NISM for [redacted]

Importance: High

Service Request [redacted]
Customer Last Name [redacted]
Involved Dealership: Kristal Auto Mall Corp.
Dealership Contact: Anthony Squeo
VIN: 1GNSKBKCXFR[redacted]
Vehicle: 2015 Chevrolet Tahoe
Mileage: 16,521

Dear Anthony,

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).

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

PE18-012

GM

3-27-2019

Q3

Chevrolet Division
General Motors LLC
P.O. Box 33170
Detroit, MI 48232-5170

CHEVROLET

July 28, 2017

Anthony Squeo
Kristal Auto Mall Corp.
5200 Kings Highway
Brooklyn NY 11234

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXFR[redacted]
Customer Relationship Specialist: Jahela

Dear Anthony:

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

- All sales purchase and finance agreements, including a conversion invoice (if any), the incentives acknowledgement form, and the Actual Cash Value statement of any trade.
- Service and body shop repair orders of all internal, customer pay, and warranty repair orders, (to include front and back as well as technician notes). Also, include any receipts for aftermarket or dealer add-ons.

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

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

Sincerely,

Chevrolet

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Friday, July 28, 2017 4:07 PM
To: 'anthony@kristalautomall.com'
Subject: [redacted] v. GM

Importance: High

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello Anthony,

Please see enclosed document. Do you know if the vehicle had any accident damage? Aftermarket modifications? Is the vehicle currently there? Please let me know.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

PE18-012

GM

3-27-2019

Q3

VIA FAX ONLY

July 28, 2017

Eugene Krukas, Esq.
Eugene Krukas PLLC
2005 Merrick Rd, Suite 392
Merrick, NY 11566

RE: [redacted]
Service Request: [redacted]
2015 Chevrolet Tahoe
Vehicle Identification Number: 1GNSKBKCXFR[redacted]
Customer Relationship Specialist: Jahela

Dear Mr. Krukas:

This is to advise that General Motors is in receipt of the above referenced case dated July 24, 2017. This case file has been assigned to General Motors' Early Resolution program, and you will be contacted in the next 10-15 calendar days for review. The Early Resolution program is designed to facilitate early settlement of warranty matters within a 45-day timeframe.

In order to do a thorough review and assessment of this case, General Motors would appreciate your prompt assistance in having the attached Release of Lien Information form completed and faxed to the number on the fax coversheet within the next five **(5)** days.

In addition, if any of the items below are marked, please send the requested information either to the fax number on the fax cover sheet, or to the address below as soon as possible.

☒ Copy of owner's current title and/or registration
☒ Other: Repair Orders
☒ Finance agreement
☒ Buyer's agreement

General Motors
ATTN: BRC Legal
P.O. Box 33170
Detroit, MI 48232

If you have further questions, please contact our Business Resource Center at 1-800-231-1841 Monday through Friday between 8:00 a.m. and 5:00 p.m., Eastern Time. Please refer to the service request number above and a Customer Relationship Specialist will be happy to assist you.

Sincerely,

General Motors

RELEASE OF LIEN INFORMATION

I _____,
(Client's Name)

hereby authorize _____
(Lien holder Name)

_____
(Lien holder Address) (Lien holder Phone Number)

to release any and all information regarding my loan account # _____
(Account Number)

with _____
(Lien holder Name)

to General Motors Company, including but not limited to a complete payment history of my account, a loan payoff amount, and per diem information.

Date _____.

VEHICLE INFORMATION

The current vehicle mileage is _____ Date mileage read: _____.

_____ _____
Signature Signature

PE18-012

GM

3-27-2019

Q3

- [redacted]

GM Bulletin No.: 15304
Date: September 2015

Service Bulletin

SERVICE UPDATE

SUBJECT: **Service Update for Inventory and Customer Vehicles 4WD Always Engaged in Cold Ambient Temperatures / Service 4WD Message Displayed, DTC C0398 Stored Expires with Base Warranty**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2014-2015 Chevrolet Silverado
2015 Chevrolet Suburban, Tahoe
2014-2015 GMC Sierra
2015 GMC Canyon, Yukon, Yukon XL
Equipped with 4WD Transfer Case (NQH, NPO or NQ6)

This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

PURPOSE

This bulletin provides a service procedure to reprogram the transfer case control module on the vehicles listed above. In low ambient temperatures, below 5°F (-15°C) a transfer case brake motor assembly malfunction may occur. Diagnostic Trouble Code (C0398 - Range Position Correlation Fault) will be set, locking the transfer case in "4HI" until the vehicle is serviced. This software update also addresses other transfer case control issues for overall improved drivability.

This service procedure should be completed as soon as possible on involved vehicles currently in dealer inventory and customer vehicles that return to the dealer for any type of service during the New Vehicle Limited Warranty coverage period

VEHICLES INVOLVED

All involved vehicles are identified by VIN in the Global Warranty Management System – Investigate Vehicle History Application. Dealership technicians should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

Additionally, a list of involved vehicles currently in dealer inventory is available on the "Service Update Bulletin Information" link under the "Service" tab in GM GlobalConnect (US) or attached to the GlobalConnect message (Canada) used to release this bulletin. Customer vehicles that return for service, for any reason, and are still covered under the vehicle's base warranty should also be checked for vehicle eligibility.

PART INFORMATION

No parts are required for this repair

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SERVICE PROCEDURE

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.
- For reference, the Range/Mode switch on the instrument panel of vehicles equipped with an NQH (2014-2015 Chevrolet Silverado/GMC Sierra) transfer case have 5 positions for the switch (2HI / AUTO / 4HI / 4LO /Neutral). Only vehicles with an NQH transfer case have all 5 switch positions.
- Refer to *Transfer Case Shift Control Module Programming and Setup (NQH)* for additional information on programming the transfer case shift control module.

1. Install *EL-49642* SPS programming support tool.
2. Access the Service Programming System (SPS) and follow the on-screen instructions.
3. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Programming and follow the on-screen instructions.

Caution: After programming the transfer case module, it is essential that the transfer case setup procedure in step 4 is performed to ensure proper transfer case operation.

4. On the SPS Supported Controllers screen, select K69 Transfer Case Control Module – Setup and follow the on-screen instructions.
5. At the end of programming, choose the “Clear All DTCs” function on the SPS screen.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Labor Code	Description	Labor Time
9101695	Transfer Case Shift Control Module Reprogramming with SPS	0.4

DEALER PROGRAM RESPONSIBILITY

Whenever a vehicle subject to this service update enters your vehicle inventory, or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer" They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition See your dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

PE18-012

GM

3-27-2019

Q3

Bulletin No.: 15577
Date: January 2016

Program Bulletin

CUSTOMER SATISFACTION PROGRAM

SUBJECT: **Interior Electrical Center Left End Cap Fuse Label Error**

MODELS: **2015 Cadillac Escalade, Escalade ESV**
2015 Chevrolet Suburban, Tahoe
2015 GMC Yukon, Yukon XL

THIS PROGRAM IS IN EFFECT UNTIL FEBRUARY 28, 2018.

Labels required to perform this program are being mailed to customers of record, along with installation instructions. Customers may install the label, or if they desire, they may take the label to their dealer for installation at **no charge**. To reduce the inconvenience to the customer, if a customer brings their vehicle and their label into your facility for installation, please have this recall performed on the vehicle immediately, if possible, so that the customer does not have to leave their vehicle at the facility.

CONDITION

Certain 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL model vehicles have an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

CORRECTION

Dealers are to install a corrected label. Since a new label can be easily installed, and to reduce customer inconvenience, the label will be sent directly to customers of record along with the installation instructions. Customers may install the label, or if they desire, they may bring the label to their dealer for installation at **no charge**.

VEHICLES INVOLVED

All involved vehicles are identified by Vehicle Identification Number on the Investigate Vehicle History screen in GM Global Warranty Management system. Dealership service personnel should always check this site to confirm vehicle involvement prior to beginning any required inspections and/or repairs. It is important to routinely use this tool to verify eligibility because not all similar vehicles may be involved regardless of description or option content.

For dealers with involved vehicles, a listing with involved vehicles containing the complete vehicle identification number, customer name, and address information has been prepared and will be provided to US and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. Dealers will not have a report available if they have no involved vehicles currently assigned.

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The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this program is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this program.

PART INFORMATION

USA: Parts required to complete this recall are to be ordered online, through the DWD 1Store application in Global Connect. Please log in and order the appropriate item number label(s) using the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Canada: Please contact the Warranty Call Centre (WCC) at 1-888-222-5546 to order required overlay label(s). The item number for the Canadian version of the label is listed in the chart below. The label will be provided at no charge. **Do not order labels from GMCCA.**

Note: Labels are being mailed to customers of record. Please order labels for inventory vehicles only.

Item Number	Description	Quantity/Vehicle
CS15577	Fuel Block Label/Label-I/P Fuse BLK ACC Hole	1

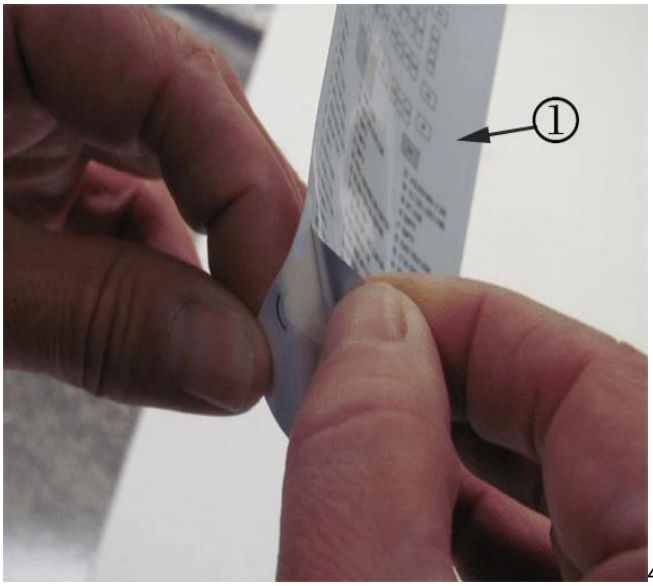
SERVICE PROCEDURE

4355464

1. Remove the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

4355468

2. Remove existing label (1) and any residue using isopropyl alcohol. Dry the label surface with clean, lint free cloth. The label surface must be clean, dry and free of any contaminants. Do NOT place new label over an existing label.



4355472

3. Firmly hold the new label (1) and peel protective liner from the back side, being careful not to touch or contaminate the adhesive with dirt or foreign matter.

4355474

4. Using the alignment tabs (1), carefully align new label (2) to the surface. Press firmly and smooth out entire label ensuring corners are fully adhered.

4355478

5. Install the Instrument Panel Fuse Block Access Hole Cover - Left Side (1). Refer to *Instrument Panel Fuse Block Access Hole Cover Replacement* in SI.

WARRANTY TRANSACTION INFORMATION

Submit a transaction using the table below. All transactions should be submitted as a ZFAT transaction type, unless noted otherwise.

Note: Labels are being provided to dealers at no-charge.

Labor Code	Description	Labor Time
9101975	Install New Fuse Block Label	0.2

CUSTOMER NOTIFICATION – For US and Canada

General Motors will notify customers of this program on their vehicle (see copy of customer letter included with this bulletin).

CUSTOMER NOTIFICATION – For Export

Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

DEALER PROGRAM RESPONSIBILITY

All unsold new vehicles in dealers' possession and subject to this program must be held and inspected/repaired per the service procedure of this program bulletin before customers take possession of these vehicles. Part availability for this program is limited, but improving. Parts are available for dealers to address inventory units that have been sold. Dealers are strongly encouraged to address vehicles prior to delivery to the customer. However, if this is not possible, dealers are to make arrangements with the customer to return for completion of the Customer Satisfaction Program at a later date, convenient to the customer.

Dealers are to service all vehicles subject to this program at no charge to customers, regardless of mileage, age of vehicle, or ownership, through February 28, 2018.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the involved vehicle listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Program follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this program enters your vehicle inventory, or is in your facility for service through February 28, 2018, you must take the steps necessary to be sure the program correction has been made before selling or releasing the vehicle.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer" They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition See your dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

February 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

We have learned that your 2015 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon or Yukon XL may have been built with an incorrect electrical circuit label on the instrument panel left end cap cover that shows four incorrect fuse positions. This condition could lead to service confusion, and possible improper fuse installation. Fuses protect wiring circuits, and if a higher than required fuse is installed, the circuit wire may fault open or increased risk of fire may result.

Your satisfaction with your vehicle is very important to us, so we are announcing a program to correct this condition.

What We Will Do: The new fuse block label for your vehicle is enclosed. To reduce your inconvenience, you can install the label easily by following the enclosed instructions. If you desire, however, you may take the label to your dealer for installation within the next 60 days. This service will be performed for you at **no charge**.

What You Should Do: If you would like your dealer to install the label, you should contact your <DIV_DLR> dealer to arrange a service appointment as soon as possible. Bring the label with you when you visit your dealer.

If you have any questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-888-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We sincerely regret any inconvenience or concern that this situation may cause you. We want you to know that we will do our best, throughout your ownership experience, to ensure that your GM vehicle provides you many miles of enjoyable driving.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
15577

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Thursday, November 02, 2017 10:04 AM
To: Karen Salatino
Subject: BRC-Legal Notification of Resolution [redacted], [redacted]

Service Request [redacted]

Customer Last Name [redacted]

Involved Dealership: W.S. Healey Chevrolet-Buick, 111163, New Hampton, NY

Dealership Contact: Mariah Onorati

VIN: 1GNSKBKCXFR[redacted]

Vehicle: 2015 Chevrolet Tahoe

Mileage: 28,584

Dear Karen,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $5,500.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only.

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Thursday, November 02, 2017 10:03 AM
To: 'john.daly@gm.com'
Subject: BRC-Legal Notification of Resolution [redacted], [redacted]

Service Request [redacted]

Customer Last Name: [redacted]

Involved Dealership: Kristal Auto Mall Corp., 111251, Brooklyn NY

Dealership Contact: Anthony Squeo

VIN: 1GNSKBKCXFR[redacted]

Vehicle: 2015 Chevrolet Tahoe

Mileage: 28,584

Dear John,

This email is being sent to notify you of the resolution of the above referenced legal matter. After negotiation with the plaintiff's counsel, the final offer of a Cash Settlement in the amount of $5,500.00 was accepted.

There is no need to reply to this email as it being sent to you for notification purposes only.

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Friday, July 28, 2017 4:04 PM
To: 'john.daly@gm.com'
Subject: BRC-Legal Initial Notification of NISM for [redacted]
Importance: High

Service Request [redacted]

Customer Last Name: [redacted]
Involved Dealership: Kristal Auto Mall Corp.
Dealership Contact: Anthony Squeo
VIN: 1GNSKBKCXFR[redacted]
Vehicle: 2015 Chevrolet Tahoe
Mileage: 16,521

Dear Anthony,

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).

It is important that whichever selection is made, you should not communicate directly with the customer as we are required to work through their attorney.

Please reply by email with one of the above options within 48 hours. If a response is not received within 48 hours, the default option will be "B". Your written feedback will be documented and email will be attached to our case as an important step in our timely case resolution. Once a settlement has been reached, you will be notified of the final resolution.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Anthony Squeo <anthony@kristalautomall.com>
Sent: Thursday, August 10, 2017 8:42 AM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re [redacted] v. GM

Customers condenser has finally arrived he has scheduled an appointment for next week Thursday will email you when repairs are completed

Sent from my iPhone

On Aug 7, 2017, at 9:22 AM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

> Hello Anthony,
>
> I am following up on the email below
>
> Thanks.
>
> ---
>
> From: Jahela Martinez (C)
> Sent: Wednesday, August 02, 2017 9:36 AM
> To: 'Anthony Squeo'
> Subject: RE: [redacted] v. GM
> Importance: High
>
> Thank you for the prompt response!. Do you have the SPO # for the A/C Condenser? If so, Can you please provide it to me?
>
> Thanks!
>
> ---
>
> From: Anthony Squeo [mailto:anthony@kristalautomall.com]
> Sent: Tuesday, August 01, 2017 12:06 PM
> To: Jahela Martinez (C)
> Subject: [EXTERNAL] Re: [redacted] v. GM
>
> Customer hasn't been back in because a/c condensers are on national backorder
>
> Sent from my iPhone
>
> On Aug 1, 2017, at 11:18 AM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:
>
> > [redacted]
> > 2015 Chevrolet Tahoe
> > 1GNSKBKCXFR[redacted]
> >
> > Hello Anthony,

Did the customer go back to get the A/C condenser & the caliper bracket fixed? They went on on May 8, 2017 to get it diagnosed, but I don't see another RO with the actual repairs done. You emailed me saying that you were waiting on parts. I am not sure if anything has changed since last week?

Please let me know.

Thank you!

From: Anthony Squeo [mailto:anthony@kristalautomall.com]
Sent: Friday, July 28, 2017 4:51 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Truck is not here I don't remember any damage it hasn't been here since May 8 it's waiting for an a/c condenser

Sent from my iPhone

On Jul 28, 2017, at 4:07 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

> [redacted]
> 2015 Chevrolet Tahoe
> 1GNSKBKCXFR[redacted]
>
> Hello Anthony,
>
> Please see enclosed document. Do you know if the vehicle had any accident damage? Aftermarket modifications? Is the vehicle currently there? Please let me know.
>
> Thank you.
>
> If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
> Jahela
>
> 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.

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PE18-012

GM

3-27-2019

Q3

ELRAC, LLC, 170 ROUTE 59, MONSEY, NY 109522831 (845) 425-6600

RENTAL AGREEMENT [redacted] **REF#** 8KXQ8C

RENTER
[redacted]

DATE & TIME OUT
07/26/2017 03:18 PM
DATE & TIME IN
08/27/2017 11:49 AM

BILLING CYCLE
24-HOUR

CAR CLASS CHARGED
PFAR

VEH #1 2016 TOYO SEQUOIA LTD4
VIN# 5TDJY5G19GS[redacted]
LIC# [redacted]
MILES DRIVEN 2042
CAR CLASS: PFAR

SUMMARY OF CHARGES

Charge Description	Date	Quantity	Per	Rate	Total
TIME & DISTANCE	07/26 - 08/25	1	MONTH	$2,199.99	$2,199.99
TIME & DISTANCE	08/25 - 08/27	2	DAY	$78.57	$157.14
DW	07/26 - 08/27	32	DAY	$11.99	$383.68
SLP	07/26 - 08/27	32	DAY	$13.80	$441.60
REFUELING CHARGE	07/26 - 08/27				$0.00
			Subtotal:		**$3,182.41**
DISCOUNT - NEGOTIATED - RATE AND MILEAGE	07/26 - 08/27			5%	($117.86)
Taxes & Surcharges					
CAR RENTAL SALES TAX	07/26 - 08/27			11%	$246.32
SALES TAX	07/26 - 08/27			8.375%	$187.54
			Total Charges:		**$3,498.41**
Bill-To / Deposits					
DEPOSITS					($3,498.41)

Total Estimated Amount Due **$0.00**

PAYMENT INFORMATION

AMOUNT PAID	TYPE	CREDIT CARD NUMBER
$3,498.41	American Express	xxxxxxxxxxx1008

[redacted]

PE18-012

GM

3-27-2019

Q3

National

[redacted]

RA # 443038871 [redacted]	RES # ACCOUNT EXT REF #	EC # 916917212 FT #	
RENTAL LOCATION JFK INTL ARPT (844)6481610 BLDG. 308, FEDERAL CIRCLE JAMAICA NEW YORK, NY 11430	**RENTAL DATE** 24-JUL-2017 **RENTAL TIME** 10:42 PM	**RETURN LOCATION** JFK INTL ARPT (844)6481610 BLDG. 308, FEDERAL CIRCLE JAMAICA NEW YORK, NY 11430	**RETURN DATE** 26-JUL-2017 **RETURN TIME** 10:42 PM

RATE RULES AND QUALIFICATIONS INITIAL X_____
WEB 2 DAY OH/MM
Min. rental 26 hours
Max. rental 50 hours

VEHICLE INFORMATION

RESERVED	INTERMEDIATE 2/4 DOOR AUTOMATIC A/C
DRIVEN	INTERMEDIATE 2/4 DOOR AUTOMATIC A/C
CHARGED	INTERMEDIATE 2/4 DOOR AUTOMATIC A/C
MAKE	
MODEL	
COLOR	
ODOMETER	0
PLATE	
REG AREA	
VEHICLE #	
BAY	
STALL	

CHARGES	UNIT	PRICE/UNIT	CURRENT CHARGE
RENTER'S RESPONSIBILITY			
* TIME & DISTANCE	Day	73.13 X 2	146.26
* TIME & DISTANCE	Hour	36.57 X	0.00
* UNLIMITED MILES/KM-TIME & DISTANCE	M/KM	0.00 X	0.00
* REFUELING SERVICE CHARGE	Gallon	4.10 X	0.00
TRANSPORTATION FACILITY CHARGE	Day		5.00
* CON REC FEE SRCH	Day		1.00
* AIRPORT ACCESS FEE 11.11 PCT @ 11.11%			16.25
CAR RENTAL SALES TAX 11 PCT @ 11.00%			17.99
SALES TAX 8.88%			14.51

ESTIMATED CHARGES 201.01 **INITIAL X**_____

(ALL CHARGES ARE ESTIMATE ONLY - SUBJECT TO CHANGE IF VEHICLE NOT RETURNED TO THE LOCATION ON DATE AND TIME SPECIFIED, OR IF FUEL TANK IS NOT FULL AT RETURN AND FUEL SERVICE OPTION WAS NOT PURCHASED).

PAYMENTS
AMERICAN EXPRESS 1008 Auth #

I DECLINE LOSS DAMAGE WAIVER (LDW). X _____

I DECLINE PERSONAL ACCIDENT INSURANCE (PAI). X _____

I DECLINE NATIONAL'S OPTIONAL ROADSIDE SERVICE PLUS X _____

I DECLINE OPTIONAL THIRD PARTY BODILY INJURY AND PROPERTY DAMAGE INSURANCE (SLI). X _____

NOTICE: THIS CONTRACT OFFERS, FOR AN ADDITIONAL CHARGE, OPTIONAL VEHICLE PROTECTION (ALSO REFERRED TO HEREIN AS LDW) TO COVER YOUR FINANCIAL RESPONSIBILITY FOR DAMAGE OR LOSS TO THE RENTAL VEHICLE. THE PURCHASE OF OPTIONAL VEHICLE PROTECTION IS OPTIONAL AND MAY BE DECLINED. YOU ARE ADVISED TO CAREFULLY CONSIDER WHETHER TO PURCHASE THIS PROTECTION IF YOU HAVE RENTAL VEHICLE COLLISION COVERAGE PROVIDED BY YOUR CREDIT CARD OR AUTOMOBILE INSURANCE POLICY. BEFORE DECIDING WHETHER TO PURCHASE OPTIONAL VEHICLE PROTECTION, YOU MAY WISH TO DETERMINE WHETHER YOUR CREDIT CARD OR YOUR VEHICLE INSURANCE AFFORDS YOU COVERAGE FOR DAMAGE TO THE RENTAL VEHICLE AND THE AMOUNT OF DEDUCTIBLE UNDER SUCH COVERAGE.

ATTENTION: National purchases no third-party insurance covering this rental, but provides its renters and authorized drivers with minimum liability coverage, as required by the New York Vehicle and Traffic Law. Those coverages are: $25,000 per accident for bodily injury to one individual/$50,000 per accident for bodily injury to more than one individual; $50,000 per accident for the death of one individual/$100,000 per accident for the death of more than one individual; $10,000 per accident for injury to or destruction of property. In addition, to the extent required by law, National will defend the renter and authorized drivers from all claims of third parties alleging bodily injury, death or property damage arising out of the operation of the rental vehicle. If additional liability coverage is desired you may purchase Supplemental Liability Coverage from National at an additional cost.

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Thursday, September 21, 2017 4:06 PM
To: 'Eugene Krukas'
Subject: RE: [redacted] v. GM
Attachments: 6. Offer 3.pdf; 6. Release 3.pdf

Importance: High

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

I am following up on the offer made September 15, 2017.

Attached is our offer for your client. In order to draft up a proper release, send customers current registration. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible. Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Friday, September 15, 2017 2:20 PM
To: 'Eugene Krukas'
Subject: Re: [redacted] v. GM

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]
Hello Mr. Krukas,

Last offer. Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

GENERAL MOTORS

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Friday, September 15, 2017 2:12 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

I have authority to reduce the demand to $10,700. Please advise.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Thu, Sep 14, 2017 at 9:44 AM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Tuesday, September 12, 2017 12:26 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

Jahela,

I have authority to counter with demand for $11,500 inclusive. Please advise.

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

On Mon, Sep 11, 2017 at 12:33 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Dear Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

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and may be unlawful. If you received this message in error, please contact the sender and delete it from your computer.

PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Wednesday, September 27, 2017 3:05 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM
Attachments: 6. Offer 3.pdf; 6. Release 3.pdf

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

I am following up on the offer made September 15, 2017.

Attached is our offer for your client. In order to draft up a proper release, send customers current registration. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible. Thank you.

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Thursday, September 21, 2017 4:06 PM
To: 'Eugene Krukas'
Subject: RE: [redacted] v. GM
Importance: High

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

I am following up on the offer made September 15, 2017.

Attached is our offer for your client. In order to draft up a proper release, send customers current registration. Please respond back to confirm receipt of this offer and let us know if your client accepts the offer as soon as possible. Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

From: Jahela Martinez (C)
Sent: Friday, September 15, 2017 2:20 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]
Hello Mr. Krukas,

Last offer. Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Friday, September 15, 2017 2:12 PM

To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

I have authority to reduce the demand to $10,700. Please advise.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Thu, Sep 14, 2017 at 9:44 AM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Hello Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Tuesday, September 12, 2017 12:26 PM

To: Jahela Martinez (C)
Subject: [EXTERNAL] [redacted] v. GM

Jahela,

I have authority to counter with demand for $11,500 inclusive. Please advise.

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

On Mon, Sep 11, 2017 at 12:33 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Dear Mr. Krukas,

Attached is our offer for 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.

Thank you.

If you have further questions, please contact Legal Advisor Jahela at 866.790.5600 extension 5911276, or by fax at 866-508-1974. 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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

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PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Tuesday, October 10, 2017 3:29 PM
To: 'Eugene Krukas'
Subject: RE: [redacted] v. GM

Importance: High

[redacted]
[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Thursday, October 05, 2017 4:47 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.

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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Jahela Martinez (C)
Sent: Monday, October 02, 2017 9:12 AM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] [redacted] Registration

Hello Mr. Krukas,

Here is the offer & release.

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Sunday, October 01, 2017 7:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] [redacted] Registration

It's attached. Please forward Release Agreement.

Thanks.

Sent from my iPad

Begin forwarded message:

From: [redacted]
Date: September 30, 2017 at 10:46:37 PM EDT
To: Eugene Krukas <ekrukas@lemonfreedom.com>
Subject: Re: Eisdorfer - GM Settlement

lice and courts.
DOCUMENT

Sent from my iPhone

On Sep 29, 2017, at 3:23 PM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:

[redacted]

Following up concerning Registration Card for your vehicle. Kindly forward me a copy at your earliest opportunity.

Thanks,

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

PE18-012

GM

3-27-2019

Q3

[redacted]

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Monday, October 23, 2017 4:16 PM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] Re: Re[redacted] v. GM

Importance: High

[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Thursday, October 19, 2017 1:45 PM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] Re: [redacted] v. GM

Ok great!

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center

Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Thursday, October 19, 2017 11:26 AM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: Re: [redacted] v. GM

Never mind. My mistake. They are close to each other. New York and New Jersey.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Thu, Oct 19, 2017 at 11:19 AM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:
Jahela,

[redacted] are located in different states. Can we send in two sets of settlement documents, each executed by one of the parties?

Thanks,

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Tue, Oct 17, 2017 at 10:36 AM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:
I should have it within the next several days. I apologize for the delay.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Mon, Oct 16, 2017 at 4:03 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.

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,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Tuesday, October 10, 2017 4:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

[redacted] is out of town for the Jewish holiday of Sukkot. We expect the paperwork will be completed by next week.

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

On Tue, Oct 10, 2017 at 3:48 PM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:

I just left my client a voicemail. Will follow up.

Eugene Krukas, Esq.

(516) 203-4001

(516) 717-3605 (fax)

On Tue, Oct 10, 2017 at 3:29 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

[redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

Hello,

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Thanks

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Sincerely,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Thursday, October 05, 2017 4:47 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.

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Sincerely,
Jahela

Business Resource Center

Alorica on Behalf of General Motors

PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Jahela Martinez (C)
Sent: Monday, October 02, 2017 9:12 AM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] [redacted] Registration

Hello Mr. Krukas,

Here is the offer & release.

If you have further questions, please contact Legal Advisor Jahela.

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,
Jahela

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PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Sunday, October 01, 2017 7:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL][redacted] Registration

It's attached. Please forward Release Agreement.

Thanks.

Sent from my iPad

Begin forwarded message:

From: [redacted]
Date: September 30, 2017 at 10:46:37 PM EDT
To: Eugene Krukas <ekrukas@lemonfreedom.com>
Subject: Re: Eisdorfer - GM Settlement

lice and courts.
DOCUMENT

Sent from my iPhone

On Sep 29, 2017, at 3:23 PM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:

[redacted],

Following up concerning Registration Card for your vehicle. Kindly forward me a copy at your earliest opportunity.

Thanks,

Eugene Krukas, Esq.

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PE18-012

GM

3-27-2019

Q3

Jahela Martinez (C)

From: Jahela Martinez (C)
Sent: Friday, October 27, 2017 8:38 AM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] Re: Re[redacted] v. GM

Importance: High

RE:[redacted]
[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello,

I am following up on the executed docs.

Thanks

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

GENERAL MOTORS

From: Jahela Martinez (C)
Sent: Monday, October 23, 2017 4:16 PM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] Re: Re: [redacted] v. GM
Importance: High

RE:[redacted]
[redacted]
2015 Chevrolet Tahoe
1GNSKBKCXFR[redacted]

Hello,

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If you have further questions, please contact Legal Advisor Jahela.
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Sincerely,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Jahela Martinez (C)
Sent: Thursday, October 19, 2017 1:45 PM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] Re: Re: [redacted] v. GM

Ok great!

If you have further questions, please contact Legal Advisor Jahela.
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,
Jahela
Business Resource Center
Alorica on Behalf of General Motors
PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Thursday, October 19, 2017 11:26 AM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: Re: [redacted] v. GM

Never mind. My mistake. They are close to each other. New York and New Jersey.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Thu, Oct 19, 2017 at 11:19 AM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:
Jahela,

[redacted] and Mr. [redacted] are located in different states. Can we send in two sets of settlement documents, each executed by one of the parties?

Thanks,

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Tue, Oct 17, 2017 at 10:36 AM, Eugene Krukas <ekrukas@lemonfreedom.com> wrote:
I should have it within the next several days. I apologize for the delay.

Eugene Krukas, Esq.

(516) 203-4001
(516) 717-3605 (fax)

On Mon, Oct 16, 2017 at 4:03 PM, Jahela Martinez (C) <jahela.martinez@gm.com> wrote:

RE: [redacted]

[redacted]

2015 Chevrolet Tahoe

1GNSKBKCXFR[redacted]

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Sent: Tuesday, October 10, 2017 4:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] Re: [redacted] v. GM

[redacted] is out of town for the Jewish holiday of Sukkot. We expect the paperwork will be completed by next week.

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2015 Chevrolet Tahoe

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Alorica on Behalf of General Motors

PHONE: 866.790.5600, Ext. 5911276
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From: Jahela Martinez (C)
Sent: Thursday, October 05, 2017 4:47 PM
To: 'Eugene Krukas'
Subject: [redacted] v. GM

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PHONE: 866.790.5600, Ext. 5911276
FAX: 866-508-1974

From: Jahela Martinez (C)
Sent: Monday, October 02, 2017 9:12 AM
To: 'Eugene Krukas'
Subject: RE: [EXTERNAL] [redacted] Registration

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From: Eugene Krukas [mailto:ekrukas@lemonfreedom.com]
Sent: Sunday, October 01, 2017 7:09 PM
To: Jahela Martinez (C)
Subject: [EXTERNAL] [redacted] Registration

It's attached. Please forward Release Agreement.

Thanks.

Sent from my iPad

Begin forwarded message:

> **From:** Joel Eisdorfer <jeisdorfer@aol.com>
> **Date:** September 30, 2017 at 10:46:37 PM EDT
> **To:** Eugene Krukas <ekrukas@lemonfreedom.com>
> **Subject: Re: Eisdorfer - GM Settlement**

lice and courts.
DOCUMENT

Sent from my iPhone

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PE18-012

GM

3-27-2019

Q3

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Subject: [redacted]r v. GM

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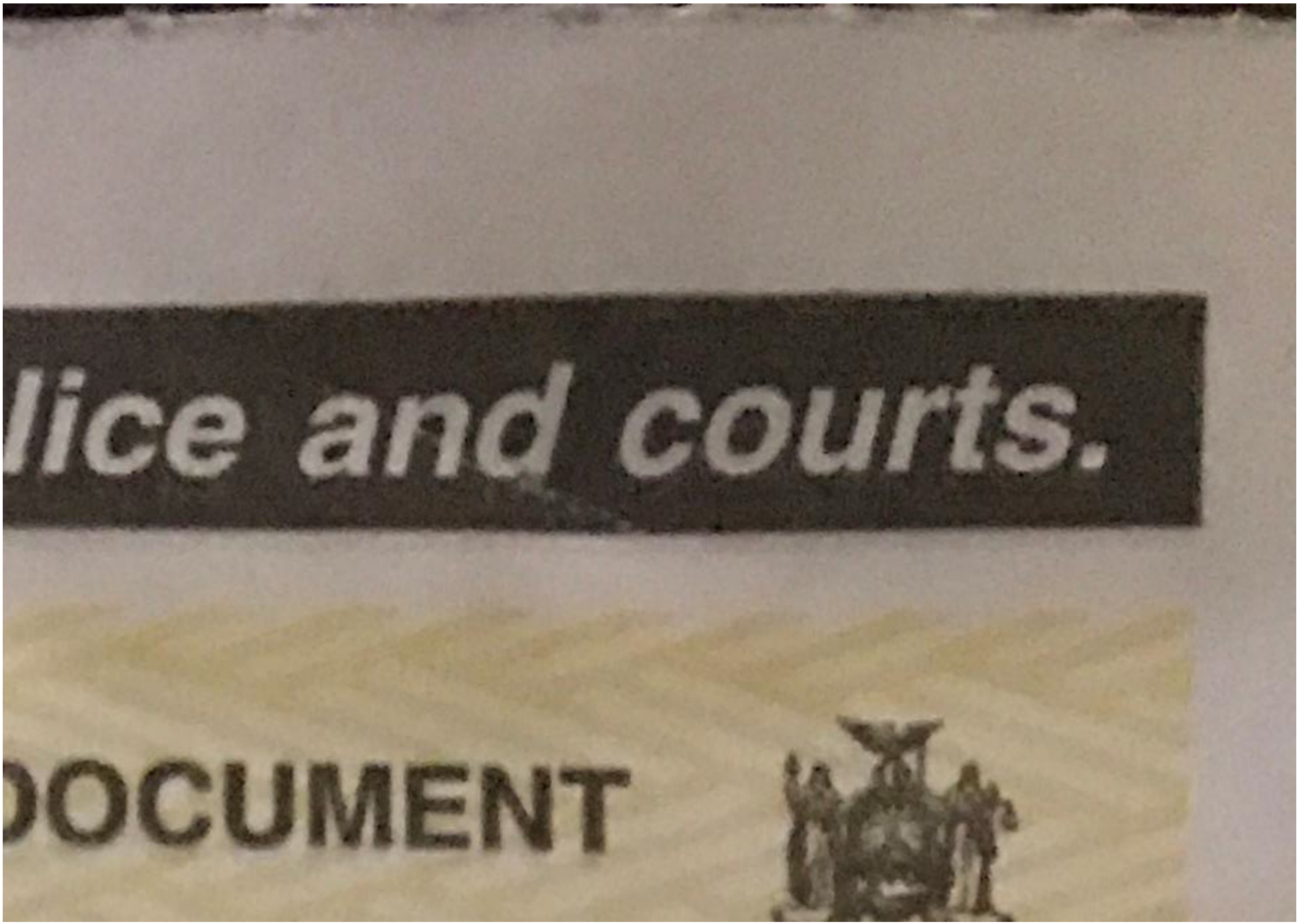
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PE18-012

GM

3-27-2019

Q3

[redacted]

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Reference Number: [redacted]

Release Date: July 2017
Revision: 03

Revision Description: This bulletin is being revised to update the Service Procedure and the Warranty Information sections. Important changes have been made to the claim submission process. **Technicians MUST obtain a screenshot of the Programming Result screen and record the SPS Warranty Claim Code.** Please discard all previous copies of bulletin 16007-02.

Attention: It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

All involved vehicles that are in dealer inventory must be held and not delivered to customers, dealer traded, or used for demonstration purposes until the repair contained in this bulletin has been performed on the vehicle.

Effective July 10, 2017 additional requirements are being placed upon labor codes 9102276 and 9102561. To avoid warranty transaction rejections, the SPS Warranty Claim Code MUST be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction starting July 10, 2017.

Make	Model	Model Year		RPO	Description
		From	To		
Buick	Encore	2014	2017		
Buick	LaCrosse	2014	2016		
Cadillac	Escalade	2015	2017		
Cadillac	Escalade ESV	2015	2017		
Chevrolet	Caprice	2014	2017		
Chevrolet	Corvette	2014	2017		
Chevrolet	Silverado	2014	2017		
Chevrolet	Spark EV	2014	2016		
Chevrolet	SS	2014	2016		
Chevrolet	Suburban	2015	2017		
Chevrolet	Tahoe	2015	2017		
Chevrolet	Trax	2014	2017		
GMC	Sierra	2014	2017		
GMC	Yukon	2015	2017		
GMC	Yukon XL	2015	2017		

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	General Motors has decided that a defect which relates to motor vehicle safety exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. The sensing and diagnostic module (SDM) in these vehicles, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.
Correction	Reprogram the SDM with new software that eliminates this defect. In vehicles with any previous deployment events recorded in the SDM, the dealers will replace the existing SDM with a new SDM containing the latest software.

Parts

Note: If a replacement is required, use the VIN and the GM Electronic Parts Catalog (EPC) to determine which SDM to order. It is estimated that only 1% of involved vehicles will require SDM replacement. Due to limited initial parts availability, dealers are encouraged not to order recall parts for use as shelf stock.

Copyright 2016 General Motors. All Rights Reserved.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
* 9102276	Reprogram Inflatable Restraint Sensing and Diagnostic Module Calibrations	0.3	ZFAT	N/A
* 9102561	Replace Airbag Sensing and Diagnostic Module (Includes Programming)	**	ZFAT	N/A
9102553	Customer Reimbursement Approved	0.2	ZFAT	***
9102554	Customer Reimbursement Denied – For USA dealers only	0.1	ZFAT	N/A

Note: To avoid having to "H" route the customer reimbursement for approval, it must be submitted prior to the repair transaction.

* To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

** Refer to *Airbag Sensing and Diagnostic Module Replacement* in the LTG for the appropriate labor time on the make and model being repaired.

*** The amount identified in "Net Item" should represent the dollar amount reimbursed to the customer.

Note: (FOR US DEALERS ONLY)

Based on the large volume of involved vehicles in dealer inventory, please review section 3.2.9 of the GM Service Policies & Procedures Manual regarding Technician Identification and Accounting of Labor. This section states "For multiple vehicles requiring reprogramming, as well as service update bulletins and field actions involving inspections only (No parts replacement), the technician is not required to punch on/off time tickets by job card."

Service Procedure

Note: Carefully read and follow the instructions below.

- DO NOT attempt to order the calibration number from GM Customer Care and Aftersales. The calibration numbers required for this service procedure are programmed into control modules via a Multiple Diagnostic Interface (MDI) with the calibration update. If you cannot access the calibration, call the Techline Customer Support Center and it will be provided.
- DO NOT program a control module unless directed to by a service procedure or a service bulletin. If the control module is not properly configured with the correct calibration software, the control module will not control all of the vehicle features properly.
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. When required install the *EL-49642* SPS Programming Support Tool to maintain system voltage. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- During the programming procedure, follow the SPS prompts for the correct ignition switch position.
- The air bag indicator light may remain ON after the body control module (BCM), or Inflatable Restraint Sensing and Diagnostic Modules replaced, and during the programming procedure for the BCM until after the procedure is completed. When installing a new Inflatable Restraint Sensing and Diagnostic Module, there may be several DTCs set prior to programming. Once programmed, these DTCs should be in history and can be cleared.
- Failure to complete the following Setup procedure may cause DTC B1001 to be set in the Inflatable Restraint Sensing and Diagnostic Module.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

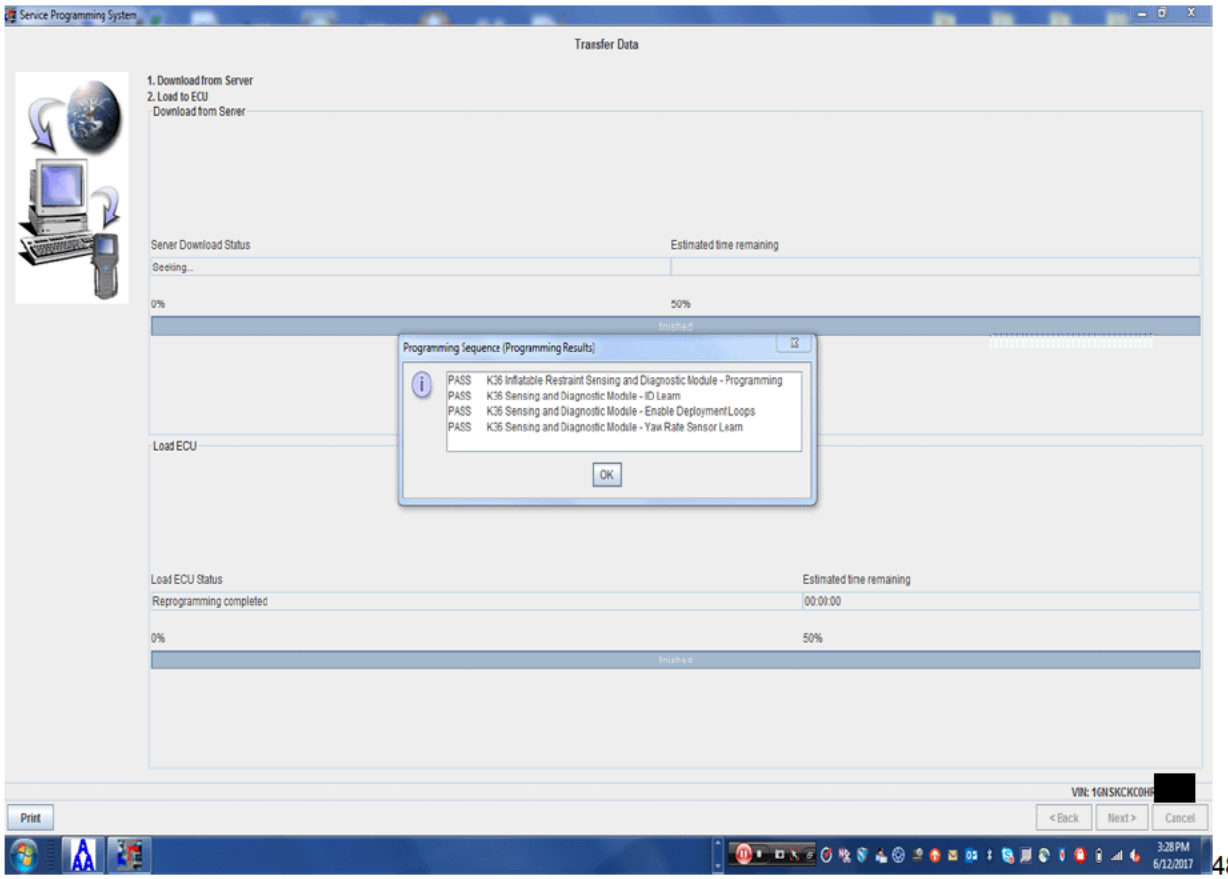
Programming SDM

Note: If programming fails, before contacting TCSC, refer to the "Unable to Program SDM" section below to note the value of the parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".

Pre-SPS Programming Tips

- Verify the vehicle is not in "Transport Mode" before beginning programming.
- Record and clear all DTC's in the vehicle before reprogramming the SDM.

1. Access the Service Programming System (SPS) and follow the on-screen instructions.
2. On the SPS Supported Controllers screen, select K36 Inflatable Restraint Sensing and Diagnostic Module - Programming and Setup and follow the on-screen instructions.



4833726

2.1 To avoid warranty transaction rejections, the SPS Warranty Claim Code must be entered and Programming Result Screenshot attached to the GWM system when submitting this transaction.

Important: The screen above should show all "PASS" or "SKIPPED" and/or PASS" if the programming event is successful. If ANY of the results show "FAILED", proceed to "Unable to Program SDM" section.

Submit a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above along with the SPS Warranty Claim Code when submitting this transaction.

Important: To capture a screenshot:

1. Click on the window you would like to capture.
2. Press **Ctrl** + **Print Screen** (Print Scrn) by holding down the **Ctrl** key and then pressing the **Print Screen** key. The **Print Screen** key is near the upper-right corner of your keyboard. (Depending on the type of keyboard you have, the exact key names on your keyboard may vary slightly.)
3. Click the **Start** button, located on the lower left-hand side of your desktop.
4. Click on **All Programs.**
5. Click on **Accessories.**
6. Click on **Paint**.

7. In the paint window, hold down the **Ctrl** key and then press and release the **V** key. Your captured screenshot should then appear within the paint window.
8. To save the image, click on the **File** drop-down menu located in the upper left-hand side of the toolbar and click on **Save As.**
9. In the **Save As window**, browse to your desired save location, enter a filename on the **File Name:** field, and click **Save** to save your screenshot.

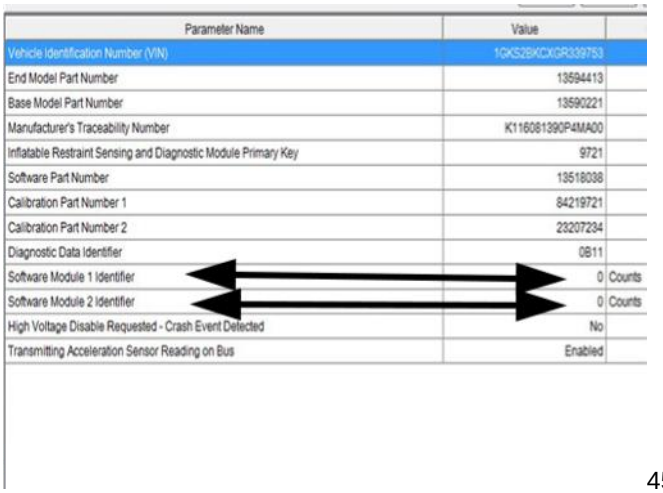
3. Create a screenshot of the "Programming Sequence (Programming Results)" including the VIN (lower right corner) in the screenshot as shown above to be included when submitting this transaction. Record SPS Warranty Claim Code on job card for warranty transaction submission.
4. At the end of programming, choose the "Clear All DTCs" function on the SPS screen.
    - If the SDM programming fails, refer to Unable to Program SDM.

Unable to Program SDM

SPS Programming Tips

- If there is a deployment loop failure, please make sure the ignition switch is in the "Run" position, not the Accessory position. This typically occurs with push button Start. To verify the ignition switch is in the "Run" position go into GDS2, select the ECM and check for ignition 1 voltage. If it is at 12+ volts the ignition switch is in the correct position.
- If a Buick Encore displays an E-4491 programming failure, please check that the vehicle was built in TIS2Web as a light duty truck, not a passenger car.

1. Using the GDS2 scan tool, build the vehicle and proceed to the Identification Information screen using the following path: Module Diagnostics>Inflatable Restraint Sensing and Diagnostic Module > Identification Information.



Parameter Name	Value	
Vehicle Identification Number (VIN)	1GK52BKCXGR339753	
End Model Part Number	13594413	
Base Model Part Number	13590221	
Manufacturer's Traceability Number	K116081390P4MA00	
Inflatable Restraint Sensing and Diagnostic Module Primary Key	9721	
Software Part Number	13518038	
Calibration Part Number 1	84219721	
Calibration Part Number 2	23207234	
Diagnostic Data Identifier	0B11	
Software Module 1 Identifier	0	Counts
Software Module 2 Identifier	0	Counts
High Voltage Disable Requested - Crash Event Detected	No	
Transmitting Acceleration Sensor Reading on Bus	Enabled	

4582839

Note: "Software Module 1 Identifier" and "Software Module 2 Identifier" provides deployment or near-deployment event information.

2. Note the value for parameter name "Software Module 1 Identifier" and "Software Module 2 Identifier".
    - If the value is greater than 0 for either of these parameters, replace the SDM. Refer to *Airbag Sensing and Diagnostic Module Replacement* in SI. Print the Identification Information screen and retain it with the Repair Order (RO).
    - If the value for these parameters is 0, attempt to continue programming one more time before contacting the Techline Customer Support Center (TCSC) at 1-800-828-6860 (English) or 1-800-503-3222 (French). Refer to *Unsuccessful Programming Recovery* in SI. DO NOT use "Proceed with Same VIN" to return to Supported Controllers screen.

Dealer Responsibility – For USA & Export (USA States, Territories, and Possessions)

It is a violation of Federal law for a dealer to deliver a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by this notification under a sale or lease until the defect or noncompliance is remedied.

The US National Traffic and Motor Vehicle Safety Act provides that each vehicle that is subject to a recall of this type must be adequately repaired within a reasonable time after the customer has tendered it for repair. A failure to repair within sixty days after tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within a reasonable time, the customer may be entitled to an identical or reasonably equivalent vehicle at no charge or to a refund of the purchase price less a reasonable allowance for depreciation. To avoid having to provide these burdensome remedies, every effort must be made to promptly schedule an appointment with each customer and to repair their vehicle as soon as possible. In the recall notification letters, customers are told how to contact the US National Highway Traffic Safety Administration if the recall is not completed within a reasonable time.

Dealer Responsibility – All

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this recall must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

Dealers are to service all vehicles subject to this recall at no charge to customers, regardless of mileage, age of vehicle, or ownership, from this time forward.

Customers who have recently purchased vehicles sold from your vehicle inventory, and for which there is no customer information indicated on the dealer listing, are to be contacted by the dealer. Arrangements are to be made to make the required correction according to the instructions contained in this bulletin. A copy of the customer letter is provided in this bulletin for your use in contacting customers. Recall follow-up cards should not be used for this purpose, since the customer may not as yet have received the notification letter.

In summary, whenever a vehicle subject to this recall enters your vehicle inventory, or is in your dealership for service in the future, you must take the steps necessary to be sure the recall correction has been made before selling or releasing the vehicle.

Dealer Reports

For dealers with involved vehicles, a listing with involved vehicles has been prepared and will be provided to U.S. and Canadian dealers through the GM GlobalConnect Recall Reports, or sent directly to export dealers. The listing may contain customer names and addresses obtained from Motor Vehicle Registration Records. The use of such motor vehicle registration data for any purpose other than follow-up necessary to complete this recall is a violation of law in several states/provinces/countries. Accordingly, you are urged to limit the use of this report to the follow-up necessary to complete this recall.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Section 6.1.10 – Courtesy Transportation, for details.

Customer Notification

USA & Canada - General Motors will notify customers of this recall on their vehicle (see copy of customer letter included with this bulletin).

Export - Letters will be sent to known owners of record located within areas covered by the US National Traffic and Motor Vehicle Safety Act. For owners outside these areas, dealers should notify customers using the attached sample letter.

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by September 30, 2017. See General Motors Service Policies and Procedures Manual, Section 6.1.11 – Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer" They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition See your dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

IMPORTANT SAFETY RECALL

October 2016

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

General Motors has decided that a defect, which relates to motor vehicle safety, exists in certain 2014-2017 model year Chevrolet Silverado LD, GMC Sierra LD, Buick Encore, Chevrolet Trax, Chevrolet Caprice Police, and Chevrolet Corvette vehicles, 2014-2016 model year Buick Lacrosse, Chevrolet Spark EV, and Chevrolet SS vehicles and 2015-2017 model year Chevrolet Silverado HD, GMC Sierra HD, GMC Yukon, GMC Yukon XL, Cadillac Escalade Cadillac Escalade ESV, Chevrolet Suburban, and Chevrolet Tahoe vehicles. As a result, GM is conducting a safety recall. We apologize for this inconvenience. However, we are concerned about your safety and continued satisfaction with our products.

I M P O R T A N T

- Your vehicle is involved in GM recall 16007.
- Schedule an appointment with your GM dealer.
- This service will be performed for you at **no charge**.

Why is your vehicle being recalled?

The sensing and diagnostic module (SDM) in your vehicle, which controls airbag and pretensioner deployment, contains a software defect which may prevent the deployment of frontal airbags and pretensioners in certain rare circumstances. If the frontal airbags and seatbelt pretensioners do not deploy when required, there is an increased risk of injury to occupants in a crash.

What will we do?

Your GM dealer will reprogram the SDM with new software that eliminates this defect. If your vehicle has any previous deployment events recorded in the SDM, your dealer will replace the existing SDM with a new SDM containing the latest software. This service will be performed for you at **no charge**. Because of service scheduling requirements, it is likely that your dealer will need your vehicle longer than the actual service correction time of approximately 20 minutes up to two hours.

What should you do?

You should contact your GM dealer to arrange a service appointment as soon as possible.

Did you already pay for this repair?

Even though you may have already had repairs for this condition, you will still need to take your vehicle to your dealer for additional repairs. If you have paid for repairs for the recall condition, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by October 31, 2017, unless state law specifies a longer reimbursement period.

Product Safety Recall
16007 Frontal Airbag and Pretensioner Non Deploy

Do you have questions? If you have questions or concerns that your dealer is unable to resolve, please contact the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Buick	1-866-608-8080	1-800-832-8425
Cadillac	1-866-982-2339	1-800-833-2622
Chevrolet	1-800-630-2438	1-800-833-2438
GMC	1-866-996-9463	1-800-462-8583
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

If after contacting your dealer and the Customer Assistance Center, you are still not satisfied we have done our best to remedy this condition without charge and within a reasonable time, you may wish to write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, SE, Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1.888.327.4236 (TTY 1.800.424.9153), or go to http://www.safercar.gov. The National Highway Traffic Safety Administration Campaign ID Number for this recall is 16V651.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Jeffrey M. Boyer
Vice President
Global Vehicle Safety

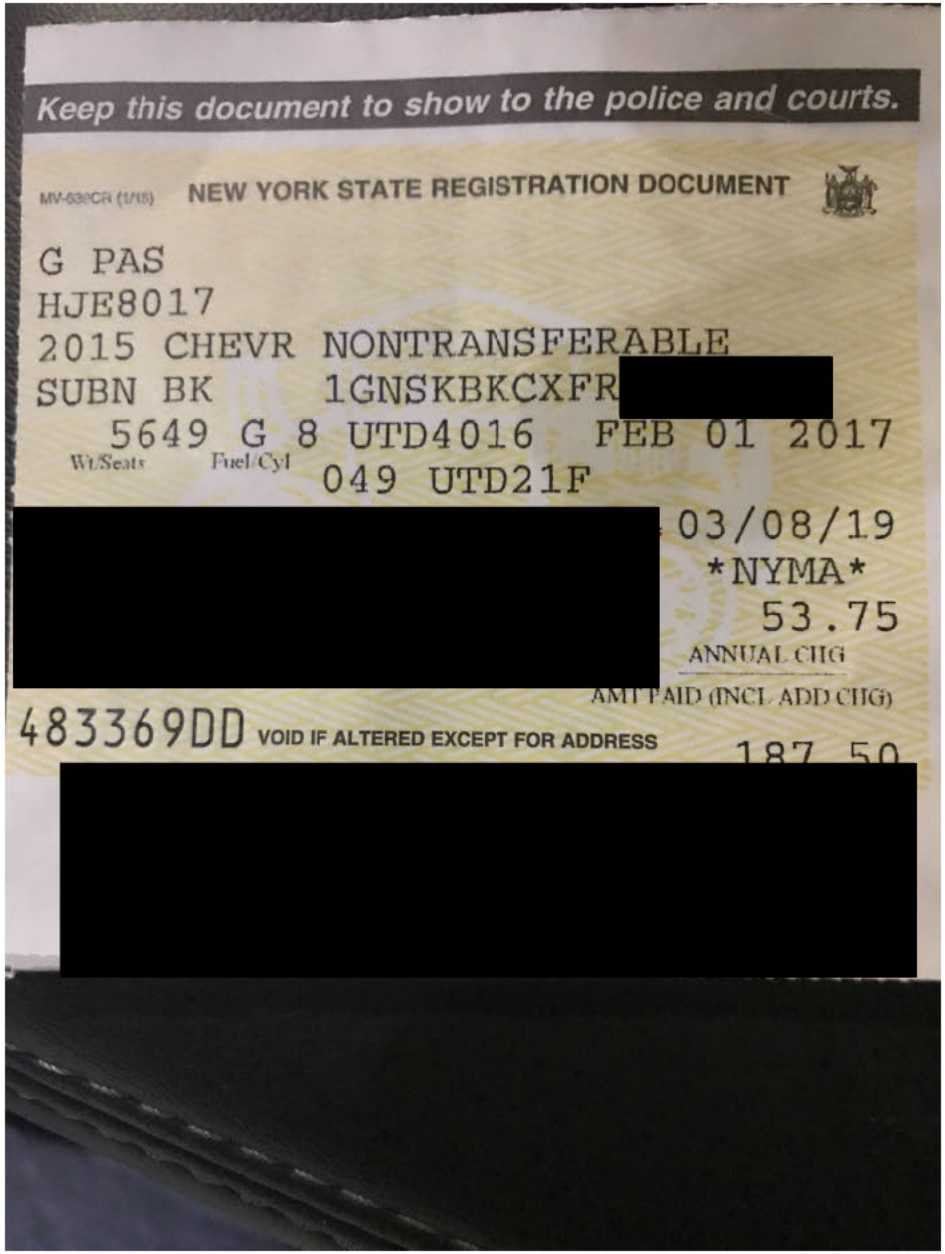
Enclosure
GM Recall 16007

PE18-012

GM

3-27-2019

Q3


Keep this document to show to the police and courts.
MV-63ECR (1/15)
NEW YORK STATE REGISTRATION DOCUMENT
G PAS
HJE8017
2015 CHEVR NONTRANSFERABLE
SUBN BK
1GNSKBKCXFR
5649 G 8 UTD4016 FEB 01 2017
Wt/Seats
Fuel/Cyl
049 UTD21F
03/08/19
NYMA
53.75
ANNUAL CHG
AMT PAID (INCL ADD CHG)
483369DD
VOID IF ALTERED EXCEPT FOR ADDRESS
187.50

PE18-012

GM

3-27-2019

Q3

Special Coverage Adjustment
17336 Combi-Cooler Air Conditioner Refrigerant Leak

Reference Number: [redacted]

Release Date: October 2017
Revision: 01

Revision Description: This bulletin has been updated to reflect correction of the metric odometer value to 116,000 km in the Special Coverage Adjustment section. Please discard all copies of 17336.

Attention:	This special coverage applies ONLY to refrigerant leaks as fully described within the below service procedure. This special coverage ONLY applies to vehicles explicitly identified in the GM Vehicle Information System. Note that; transmission fluid/oil leaks at any location upon/in the combinational cooler, refrigerant leaks caused by; collision, stone/rock impingement, road debris, etc. are NOT covered by this special coverage program.

Make	Model	Model Year		RPO	Description
		From	To		
Cadillac	Escalade	2015	2017		
	Escalade ESV				
Chevrolet	Suburban				
	Tahoe				
GMC	Yukon				
	Yukon XL				

Involved vehicles are identified on the Applicable Warranties section in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.
Special Coverage Adjustment	This special coverage covers the condition described above for a period of 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, regardless of ownership. For vehicles covered by Vehicle Service Contracts, all eligible claims with repair orders on or after October 6, 2017, are covered by this special coverage and must be submitted using the labor operation codes provided with this bulletin. Claims with repair orders prior to October 6, 2017, must be submitted to the Service Contract provider. Vehicle owners or lessees who paid for repairs referenced in this Special Coverage ("Customers") are eligible for reimbursement of their reasonable and customary expenses in accordance with the procedures specified below. The conditional right to reimbursement is provided by GM solely in the interest of customer satisfaction and is personal to Customers. *Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.*
Correction	Dealers are to inspect the air conditioning condenser and replace if necessary. The repairs will be made at no charge to the customer.

Parts

Quantity	Part Name	Part No.
1	Air Conditioning Condenser	84211191
Use Specified Amount in SI	Air Conditioning Refrigerant (R-134A)	12356150 (US)* 10953485 (Canada)*
Use Specified	Air Conditioning Refrigerant (R-1234YF)	19260234 (US)*

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Amount in SI		19260235 (Canada)*
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-134A)	88901445 (US) 88900060 (Canada)
Use Specified Amount in SI	Air Conditioning Compressor Oil (For Use With R-1234YF)	19354657 (US) 19354658 (Canada)

* **These parts 12356150, 10953485, 19260234 & 19260235 can be purchased locally if not available at Dealer.**

Note: Use the VIN and the GM Electronic Parts Catalog (EPC) to determine which Air Conditioning Refrigerant and Air Conditioning Compressor Oil to order.

Reminder: Parts may be removed from Retail Inventory Management (RIM). Dealers should review the affected parts to confirm RIM managed status. **Parts may have quantity limiters in effect.**

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9900496	Diagnostic Time Only – No Repair Required	0.2	ZREG	N/A
9900497	Air Conditioning Condenser Replacement	3.2*	ZREG	N/A
9900498	Customer Reimbursement Approved - For USA and Canada dealers only - For Export dealers only	 N/A 0.2	ZREG	**
9900499	Customer Reimbursement Denied – For USA dealers only	N/A	ZREG	***

* The labor time includes air conditioning system leak testing, recover and recharge the air conditioning system, and air conditioning condenser replacement.

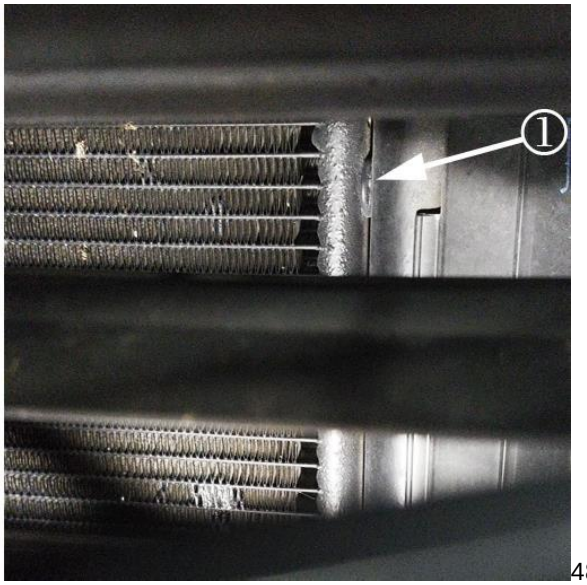
** For USA and Canada: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement. Submit $20.00 administrative allowance in Net/Admin Allowance.

For Export: Submit the dollar amount reimbursed to the Customer in Net/Reimbursement.

*** Submit $10.00 administrative allowance in Net/Admin Allowance.

Service Procedure

Note: This special coverage ONLY covers an air conditioning condenser refrigerant leak at the coupler as specified below.



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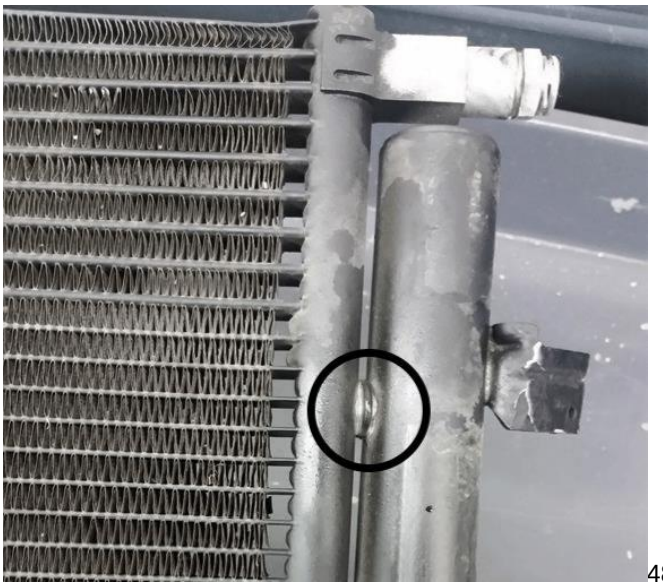
Cadillac Escalade shown. Other models are similar.

1. Locate the coupler (1) on the air conditioning condenser by looking through the identified area of the radiator grille.


4873594

Note: General Motors vehicles are manufactured with fluorescent dye installed in the A/C refrigerant system.

2. Verify the air conditioning condenser is leaking in the specific area identified above. Refer to the appropriate diagnostic information in SI.
   - If the air conditioning condenser is NOT leaking in the specific area identified above, no further action is required. Inform the customer that any additional diagnosis and repairs are not covered under this special coverage.
   - If the air conditioning condenser is leaking in the specific area identified above, proceed to the next step.
3. Replace the air conditioning condenser. Refer to *Air Conditioning Condenser Replacement* or *Air Conditioning Condenser Replacement (L83 L86)* in SI.

Courtesy Transportation – For USA & Canada

Courtesy transportation is available for Customers whose vehicles are involved in a product program and still within the warranty coverage period. See General Motors Service Policies and Procedures Manual, Sections 1.4 and 6.1.10, for courtesy transportation program details.

Customer Notification

General Motors will notify Customers of this special coverage on their vehicle (see copy of typical Customer letter included with this bulletin).

Customer Reimbursement

Customer requests for reimbursement of previously paid repairs to correct the condition described in this bulletin are to be submitted to the dealer prior to or by November 30, 2018. See General Motors Service Policies and Procedures Manual, Section 6.1.11 **–** Product Field Action Customer Reimbursement Procedure (USA & Canada) or local Policies and Procedures, for details.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer" They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle Properly trained technicians have the tools, equipment, safety instructions, and know-how to do a job properly and safely If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition See your dealer for information on whether your vehicle may benefit from the information

We Support Voluntary Technician Certification

Special Coverage Adjustment
17336 Combi-Cooler Air Conditioner Refrigerant Leak

November 2017

This notice applies to your vehicle, **VIN:** _____

Dear General Motors Customer:

As the owner of a 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL, your satisfaction with our product is very important to us.

This letter is intended to make you aware that some 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL vehicles, may have a condition where thermal cycling on the combination transmission fluid/oil and AC condenser cooler creates a crack that may allow refrigerant to escape. This condition consequently may deactivate the AC system which may cause potential customer annoyance.

Do not take your vehicle to your GM dealer as a result of this letter unless you believe that your vehicle has the condition as described above.

What We Have Done: General Motors is providing owners with additional protection for the condition described above. If this condition occurs on your 2015-2017 model year Cadillac Escalade, Escalade ESV, Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL within 5 years or 60,000 miles (100,000 km) for Chevrolet Suburban, Tahoe, GMC Yukon and Yukon XL and 6 years or 72,000 miles (116,000 km) for Cadillac Escalade and Escalade ESV, whichever occurs first, from the date the vehicle was originally placed in service, the condition will be repaired for you at **no charge**. Diagnosis or repair for conditions other than the condition described above is not covered under this special coverage program.

What You Should Do: If you believe that your vehicle has the condition described above, repairs and adjustments qualifying under this special coverage must be performed by a General Motors dealer. You may want to contact your GM dealer to find out how long they will need to have your vehicle so that you may schedule the appointment at a time that is convenient for you. This will also allow your dealer to order parts if they are not already in stock. Keep this letter with your other important glove box literature for future reference.

Reimbursement: If you have paid for repairs for the condition described in this letter, please complete the enclosed reimbursement form and present it to your dealer with all required documents. Working with your dealer will expedite your request, however, if this is not convenient, you may mail the completed reimbursement form and all required documents to Reimbursement Department, PO Box 33170, Detroit, MI 48232-5170. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by November 30, 2018, unless state law specifies a longer reimbursement period.

The right to submit reimbursement claims is provided by GM solely in the interest of customer satisfaction and is personal to vehicle owners and lessees who previously paid for repairs referenced in this Special Coverage ("Customers"). ***Customers may not assign and GM does not consent to any assignment of any Customer's right to submit reimbursement claims, or to receive reimbursement, or any other rights granted by this Special Coverage to any third party, including but not limited to service contract providers, and this Special Coverage is not intended to and does not confer any third party beneficiary, subrogation or contribution rights, or any other rights to reimbursement, against GM, whether in law, equity or otherwise, on any third parties.***

If you have any questions or need any assistance, please contact your dealer or the appropriate Customer Assistance Center at the number listed below.

Division	Number	Text Telephones (TTY)
Cadillac	1-800-458-8006	1-800-833-2622
Chevrolet	1-800-222-1020	1-800-833-2438
GMC	1-800-462-8782	1-800-889-2438
Puerto Rico – English	1-800-496-9992	
Puerto Rico – Español	1-800-496-9993	
Virgin Islands	1-800-496-9994	

We are sorry for any inconvenience you may experience; however, we have taken this action in the interest of your continued satisfaction with our products.

Terry M. Inch
Executive Director
Global Connected Customer Experience

Enclosure
17336