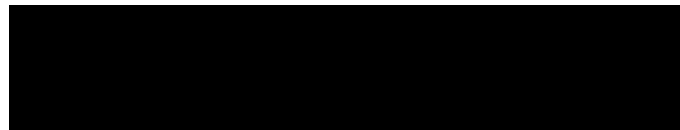


PE18-012

GM

3-27-2019

Q3



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

Caller English

System [9:33:40 PM]:

Welcome to chat.

Becky [9:34:53 PM]:

Thank you for contacting GMC Customer Assistance. My name is Becky, how can I assist you today,? Also, your safety is very important to us at GMC, so please remember to not use any hand held devices or try to retrieve any emails we may send you whenever you're driving.

Becky [9:34:59 PM]:

*[REDACTED]

[REDACTED] [9:35:48 PM]:

Good evening. I wanted to touch base with someone at GM in regards to a brake issue I'm having with my 2015 Sierra. At low speeds the brake pedal becomes rock hard and extremely difficult to depress to get the vehicle to stop. Is there any recall for this issue?

Becky [9:37:11 PM]:

Hello [REDACTED] I understand that you would like to know if there are any recalls on your vehicle pertaining to the brakes.

Becky [9:37:19 PM]:

Please allow me 5-8 minutes to look into this for you. While waiting, can you please provide me with your phone number, mailing, and email address for documentation purposes?

[REDACTED] [9:38:54 PM]:

[REDACTED] [REDACTED] vin#3GTU2UEC7FG [REDACTED]

Becky [9:41:31 PM]:

Thank you [REDACTED] for patiently waiting and for providing me with your information. Looking into your vehicle, there are no recalls attached to your VIN as recalls are VIN specific. May I ask if you addressed your concern with a certified GMC dealership as of yet?

[REDACTED] [9:42:30 PM]:

I haven't. It just started tonight and we're 6 hrs from home on vacation.

[REDACTED] [9:44:44 PM]:

It looks like GM put out a service bulletin PIT5361. Is my truck under warranty?

Becky [9:46:32 PM]:

A technical service bulletin is an aid for the dealership to assist them with addressing a concern on a vehicle, however, it does not mean there is any additional coverage offered outside of the factory warranty parameters. They are internal documents only between General Motors and the service department at our local dealerships. They are not for customers, nor are they in any way recalls, so any such work needed if there is a TSB would still be at the responsibility of the customer. Your Sierra must be diagnosed by a certified GMC dealership. Upon diagnosis, the dealership will then be able to determine what if and what warranty it would fall under.

Becky [9:47:45 PM]:

What I am going to do is create a case for you and provide you with the case number. After your Sierra has been diagnosed and you need further assistance regarding the brakes you may use that number as reference as well.,

Becky [9:47:49 PM]:

**well.

Becky [9:48:23 PM]:

I will also be happy to locate a dealership near you as well.

[REDACTED] [9:48:38 PM]:

Ok thank you

[REDACTED] [9:48:59 PM]:

[REDACTED]
Becky [9:49:25 PM]:

Perfect. Your case number is: [REDACTED]

Becky [9:49:51 PM]:

Please allow me 3-5 minutes to provide you with local dealerships near your vacation area.

Becky [9:54:31 PM]:

For clarification, are you stating that you are currently in [REDACTED]

[REDACTED] [9:54:46 PM]:

Correct

Becky [9:57:55 PM]:

DARLING'S AUTO MALL 16 KINGSLAND CROSSING ELLSWORTH, ME 04605-2570 Phone: (207) 667-2571
VARNEY BUICK GMC 260 HOGAN RD BANGOR, ME 04401-4206 Phone: (207) 990-1200 PRATT
CHEVROLET BUICK GMC 143 RIVER ROAD CALAIS, ME 04619-4001 Phone: (207) 454-0600

Becky [9:58:05 PM]:

<http://www.prattcars.com/Service>

Becky [9:58:14 PM]:

<http://www.varneybpg.com/Service>

Becky [9:58:25 PM]:

<http://www.darlingsbuickgmc.com/Service>

Becky [9:58:45 PM]:

Thank you [REDACTED] for patiently waiting! Also for clarifying your location as well.

[REDACTED] [9:59:55 PM]:

No problem. So if they determine that it is not under warranty what is my next step to try to get it covered under warranty?

Becky [10:01:00 PM]:

I wouldn't be able to speculate on the next steps as the vehicle needs to be diagnosed.

Becky [10:01:58 PM]:

Once a vehicle is diagnosed, it can be explained in detail if and what options are available.

[REDACTED] [10:03:07 PM]:

Is there a phone number or department to call if and when they tell me it's not under warranty?

Becky [10:04:29 PM]:

Can you please tell me the approximate mileage on your Sierra?

[REDACTED] [10:04:39 PM]:

40,000

Becky [10:06:26 PM]:

Thank you. The dealership will be in the best position to assist you. Upon having your vehicle diagnosed, the dealership can determine if there is a manufactured defect, etc.

Becky [10:07:28 PM]:

I do apologize that I cannot confirm or deny that your concern will be covered under warranty.

[REDACTED] [10:08:59 PM]:

I have a feeling because I didn't buy the vehicle there they aren't going to bend over backwards for me. Is there a number at GM to call and speak to someone about this scenario?

Becky [10:12:33 PM]:

I do understand your hesitation regarding your concern. Your Sierra must be diagnosed to further look into this. Once you have had the diagnosis and need further assistance, you may contact us either by phone (888-462.8782) or chat back in.

[REDACTED] [10:15:34 PM]:

It's just upsetting to think that I spent \$36,000 on a new truck and in 40,000 miles it can't stop itself. I would be perfectly ok if it were a wear and tear item but all signs are pointing to a bad brake booster

[REDACTED] [10:16:26 PM]:

Im not directing this to you at all...just venting a little. Have a good evening.

Becky [10:18:10 PM]:

It's no problem at all, that is why I am here. I do understand your frustration and don't blame you for being hesitant. Having your Sierra diagnosed will be the first step into looking into this for you. I'm sorry that this occurred while you are on vacation. Is there anything else that I can help you with tonight?

[REDACTED] [10:18:51 PM]:

Not at the moment thank you goodnight

Becky [10:19:15 PM]:

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

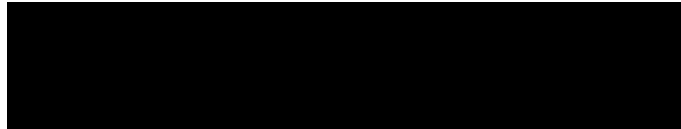
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [6:49:37 PM]:

Welcome to chat.

Ashley [6:49:46 PM]:

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

[REDACTED] [6:50:11 PM]:

Hi how are you

Ashley [6:50:36 PM]:

Hello! I am well, thank you for asking! How may I assist you today?

[REDACTED] [6:50:52 PM]:

I would like to file a complaint about my 2016 Yukon please

Ashley [6:51:18 PM]:

I am sorry to hear you have a complaint in regard to your Yukon, [REDACTED]. May I ask what concern you have with the vehicle?

[REDACTED] [6:52:24 PM]:

About a 20 days ago my wife was driving the car wasn't my fault Childrens in the back seat the brakes didn't work with her so she was going to get an accident then after pushing on the break over four times

[REDACTED] [6:52:59 PM]:

Work after four times I meant an appointment at the dealer to fix it it's Lee's and it's under warranty by the time I got to my appointment the check service and engine was on

[REDACTED] [6:53:21 PM]:

And the remote starter wasn't working the dealer fixed my car in two days I picked it up on the day after the engine light was on again

[REDACTED] [6:53:46 PM]:

I took it back to the dealer they kept it in the dealership for 12 days trying to find out what's going on with it finally after 12 days they said they fixed it

[REDACTED] [6:54:16 PM]:

I picked her up today and on my way to work with my four children in the back same thing happened to me I was going to get in a car accident but thank God I was not speeding

Ashley [6:54:42 PM]:

I do apologize for any inconvenience this concern with the vehicle may have caused you and your family, [REDACTED] I understand that may have been a very difficult situation. When was the last time your vehicle was at your servicing dealership for this concern?

[REDACTED] [6:54:45 PM]:

I control the car and I was able to stop it now it's at the dealership I have four children and I have no more confidence to drive this car so I would like to file a complaint I want to return this car I want to drive anymore

[REDACTED] [6:55:12 PM]:

So please whatever you need to do I would like to file this complaint and I would like to see if Jenn can take this car back and give me another one I love GM cars and this is what I've been driving for over 20 years

[REDACTED] [6:55:51 PM]:

Superior Pontiac Dearborn Michigan

Ashley [6:55:55 PM]:

I would like to look into this further. Can you please provide me with your VIN and current mileage on the vehicle to do so?

[REDACTED] [6:56:58 PM]:

Sure on sec

[REDACTED] [6:57:51 PM]:

It has 1100 miles

[REDACTED] [7:00:15 PM]:

1GKS2AKC0GR [REDACTED]

Ashley [7:00:35 PM]:

Thank you very much. Just to clarify, have you been working with Superior Buick GMC located on Michigan Ave?

[REDACTED] [7:01:24 PM]:

Ya of course

Ashley [7:01:39 PM]:

I appreciate you confirming that, [REDACTED]. Can you please confirm your phone number, e-mail and address for documentation purposes?

[REDACTED] [7:01:48 PM]:

They are trying to fix it but I don't trust this car anyone

[REDACTED] [7:02:21 PM]:

The two times the car didn't stop I had my four children in the back and the manager of the dealership he checked it and he said yes the brakes doesn't work

[REDACTED] [7:02:47 PM]:

[REDACTED]

Ashley [7:03:56 PM]:

We do sincerely appreciate you taking the time and giving us the opportunity to look into this further. Was this vehicle purchased under your name?

[REDACTED] [7:04:23 PM]:

My wife [REDACTED]

Ashley [7:05:22 PM]:

Perfect, thank you for confirming that. I just want to make sure we have all of the details in regard to this. Are you aware of how many times your vehicle has been at Superior Buick GMC for this concern total?

[REDACTED] [7:05:48 PM]:

Ya so far three times

[REDACTED] [7:06:01 PM]:

Same problem

Ashley [7:06:09 PM]:

Thank you. Are you still currently located on [REDACTED]? If so, can you please confirm the street number?

[REDACTED] [7:06:56 PM]:

Ashley [7:08:12 PM]:

Thank you very much, [REDACTED]. Based on the information that you have shared with me, I need to transfer your case to a Senior Advisor who will continue to work directly with you and your dealership to review your vehicle, concerns and requests further. At this time, I cannot guarantee what the outcome may be; however, I will forward your case to them and the Advisor and Dealer will review your case and vehicle details then contact you within 2 business days to assist you further.

[REDACTED] [7:09:24 PM]:

Please mam plz I have four kids I never want to take a chance again with this vehicle in my 20 years experience of driving GM cars nothing but perfect

[REDACTED] [7:09:46 PM]:

But specifically this one some brand new car specific at this one I'm scared now to drive please let someone call me as soon as possible thank you so much for your time and God bless you

Ashley [7:10:47 PM]:

Again, we do apologize, as we understand this situation may have been very scary. I can assure you, I will get this over to a Senior Advisor who have the resources to look into this further to review the available options. Your reference number is [REDACTED]. Do you have any additional questions for me at this time?

[REDACTED] [7:11:08 PM]:

No ma'am thank you

Ashley [7:11:30 PM]:

Again, thank you for chatting in with us here and making us aware of this concern. If you have any further questions or concerns, please do not hesitate to reach back out to us. We are here to chat Monday through Friday 8 a.m. to 11 p.m. and Saturday 9 a.m. to 11 p.m. EST. I hope the rest of your day goes well.

Caller [REDACTED] left the call.

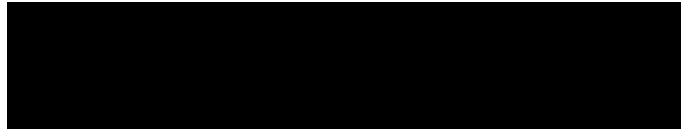
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



VIN :

Mileage:

Phone number: [REDACTED]

Email: [REDACTED]

Address:

Dealership:

Reason: Customer states they still have not been contacted. This is very unprofessional and the customer is not happy. The vehicle is still at the Dealership for the concern. Customer is seeking a call back. Customer kept saying how unprofessional it is to not call the customer.

Expectation: Adviser told the customer we will notify the advisor that the customer chatted in and ask the advisor to call the customer.

Katherine/SAG/Tier1/CACChat

Chat Transcript [REDACTED]

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

Caller English

System [10:05:34 AM]:

Welcome to chat.

Katie [10:06:00 AM]:

Thank you for contacting General Motors Customer Assistance, [REDACTED] Your Safety is very important to us at General Motors, so please remember to not use hand held devices whenever you're driving. My name is Katie, how may I assist you today?

[REDACTED] [10:06:43 AM]:

Good morning Katie how are you

Katie [10:07:22 AM]:

Good morning [REDACTED] I am good. Thank you for asking. How are you?

[REDACTED] [10:07:22 AM]:

[REDACTED] s my reference number

[REDACTED] [10:07:31 AM]:

Good thanks

[REDACTED] [10:08:48 AM]:

I called last Thursday to make your claim regarding my 2016 Yukon and you guys told me I will get a respond in 1 to 2 business days and it's been a week

Katie [10:09:27 AM]:

Thank you for the information. How may I assist you with your case?

Katie [10:10:08 AM]:

I am sorry to hear it has been a week and you still have not heard from your Senior Advisor.

[REDACTED] [10:11:08 AM]:

Nothing at all my car is been at the dealership for three weeks and this is the third time regarding my complaint about the brakes in my car I need somebody to call me as soon as possible cause

[REDACTED] [10:11:21 AM]:

This is really getting unprofessional

Katie [10:13:29 AM]:

Your Senior Advisor`s name is Lindsey. Lindsey`s phone number is 866-790-5600 Extension number is 5923346. I am sorry to hear your vehicle has been at the Dealership for three weeks and you still have not received a call yet from your advisor. I will notify Lindsey that you chatted in and still have not been contacted for the concern.

[REDACTED] [10:14:14 AM]:

This is not right honestly I've been driving GM cars for 15 years never made a complaint this is the first time ever and this is really unprofessional

[REDACTED] [10:15:16 AM]:

I am so sorry I don't want to be rude but it's not my job to call Lindsay I believe as a senior advisor she is supposed to call me not me calling her

Katie [10:16:14 AM]:

I understand your frustration with this concern. I was providing you the senior advisors phone number in case you wanted to call her.

Katie [10:21:51 AM]:

This chat is automatically disconnected due to no response, for security purposes. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern time. Thanks for visiting us.

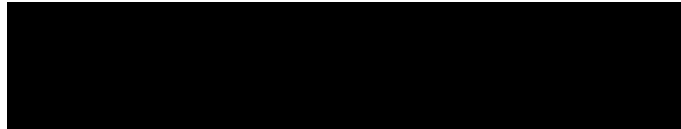
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [5:21:23 PM]:

Welcome to chat.

Gabrielle [5:21:42 PM]:

Thank you for contacting GM Customer Assistance, [REDACTED]! My name is Gabrielle. How may I assist you today?

[REDACTED] [5:22:14 PM]:

I've been trying to find Lindsay extension number 5923346

[REDACTED] [5:22:33 PM]:

I've been waiting for a response to my case since last week

Gabrielle [5:23:20 PM]:

I am sorry to hear that you have not been contacted. Can you provide me with your case number?

[REDACTED] [5:23:24 PM]:

[REDACTED] is my reference number

Gabrielle [5:26:18 PM]:

Thank you for your case number. I see that you were called today actually. Lindsey has another scheduled outbound call for you tomorrow. What I can do is send an internal notify to Lindsey so that she knows you have chatted in. If she doesn't reach out to you today, she will reach out to you tomorrow.

[REDACTED] [5:27:21 PM]:

After 3 weeks of my car being in the dealership with a breaks problems and after dropping it of the dealership

[REDACTED] [5:27:34 PM]:

Three times for the same problem

[REDACTED] [5:28:43 PM]:

Today the called me to tell me the car is done. Listen I have four kids and my I was gonna get into an accident two times with my kids in the car

[REDACTED] [5:29:24 PM]:

What I want you to do plz is hep me out get another car cos me and my wife we don't feel safe driving it anymore

[REDACTED] [5:29:51 PM]:

Just imagine you're driving and the car won't start and you have a four kids in the back

Gabrielle [5:30:48 PM]:

I understand your concern and I do apologize for the concerns you have experienced with your Yukon. Our main goal is to get the vehicle repaired. Lindsey is working with the dealership to see what options are available for you. Lindsay will reach out to no later than tomorrow with an update.

Gabrielle [5:30:53 PM]:

Lindsey*

[REDACTED] [5:31:58 PM]:

Did u get my. Messages

Gabrielle [5:33:06 PM]:

Yes, I read your messages. I understand your concern and I do apologize for the concerns you have experienced with your Yukon. Our main goal is to get the vehicle repaired. Lindsey is working with the dealership to see what options are available for you. Lindsay will reach out to no later than tomorrow with an update. Lindsey is a senior adviser and is in the best position to assist you.

[REDACTED] [5:33:43 PM]:

Ok I will be waiting then thank you

Gabrielle [5:33:58 PM]:

You are welcome. Thank you for contacting GM Customer Assistance. I am glad that I could assist you today. If you have any further questions or concerns, please do not hesitate to chat back in with us. We are here to chat Monday through Friday 8:00 a.m. to 11:00 p.m. and Saturday from 9 a.m. to 11:00 p.m Eastern Time. Have a great day!

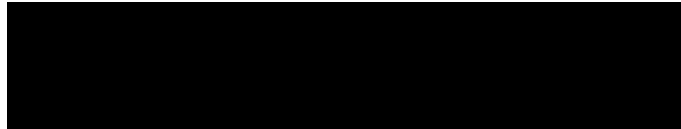
Call Disconnected.

PE18-012

GM

3-27-2019

Q3



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

Caller English

System [3:34:52 PM]:

Welcome to chat.

Alyssa S. [3:34:56 PM]:

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

[REDACTED] [3:35:30 PM]:

Hi how are you?

Alyssa S. [3:35:56 PM]:

Hello. I am good. How are you and how may I help you?

[REDACTED] [3:36:31 PM]:

I have a reference number [REDACTED]

Alyssa S. [3:37:15 PM]:

Thank you. It will be about 2-4 minutes while I pull up your case.

[REDACTED] [3:37:43 PM]:

I need to check on it plz

Alyssa S. [3:39:47 PM]:

Thank you for your patience, [REDACTED]

[REDACTED] [3:39:57 PM]:

Ur welcome

Alyssa S. [3:40:32 PM]:

Your Senior Advisor is still currently working on your case for you. What I can do is notify her that you chatted in and are looking for an update. She should be reaching out to you within the next 1-2 business days.

[REDACTED] [3:42:07 PM]:

M my car is still at the dealership and if they call me to go pick it up when it's done I am not going I don't feel safe driving to Scott again

[REDACTED] [3:42:16 PM]:

This car again

[REDACTED] [3:42:38 PM]:

So please I need to know as soon as possible

[REDACTED] [3:43:28 PM]:

It's been there for almost two weeks

Alyssa S. [3:43:30 PM]:

I sincerely apologize and I do understand. I will let your Senior Advisor know to contact you as soon as possible.

[REDACTED] [3:43:41 PM]:

Ok thank you

Alyssa S. [3:44:03 PM]:

You're welcome.

[REDACTED] [3:44:22 PM]:

You have a good day

Alyssa S. [3:44:35 PM]:

Thank you. You as well.

Alyssa S. [3:44:57 PM]:

Thanks for contacting GM Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8:00 a.m. to 11:00 p.m. and Saturday from 9:00 a.m. to 11:00 p.m. Eastern Standard Time. You may also call in at 1-866-790-3600.

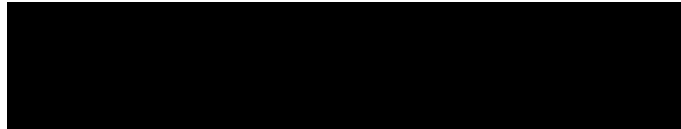
Call Disconnected.

PE18-012

GM

3-27-2019

Q3





General Motors - Policy Evaluation Tool

Date: 08/21/2017

Customer Information

First Name: [REDACTED]
 Last Name: [REDACTED]
 Phone: [REDACTED]

Agent Information

Agent Name: Siebel Service
 Agent Role:

Vehicle/Coverage Information

VIN: 1GNSCKKC6FR [REDACTED] Make: Chevrolet
 Component Warranty Coverage: Bumper to Bumper Coverage
 Ownership Status Message:

Time

Component's Warranty End Date: 05/15/2017
 Job Card Date: 08/18/2017
 Days out of Warranty: 95

Mileage

Component's Warranty End Mileage (Miles): 36,006
 Current Mileage: 63,000
 Miles out of Warranty: 26,994

Repair

Total Repair Cost At Warranty Rates: \$1,800.00 | Job Card / Repair Order : 0
 Repair Group: Suspension

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 * | Cust/Dir Participation Amount: \$1,800.00
 Agreed upon Customer/Dealer Participation Amount:

*** 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.

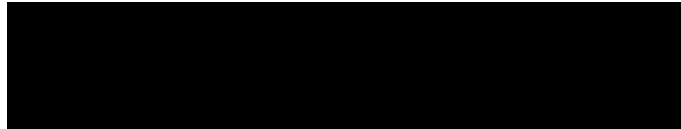
Utilize IVH to validate warranty coverage end (time and mileage) of the component under consideration.

PE18-012

GM

3-27-2019

Q3



Edgar Zavaleta (C)

From: Edgar Zavaleta (C)
Sent: Thursday, August 17, 2017 6:47 PM
To: 'amarukian@socalpenske.com'
Cc: 'ffujita@socalpenske.com'
Subject: CA CEC, [REDACTED], [REDACTED] FR [REDACTED]
Attachments: [REDACTED]

Arman Marukian,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below and in the attached summary. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at <<Advisor's phone number, ext>>, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary. Complete details are in the attached data share file:

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Suburban
- **VIN:** 1GNSCKKC6FR [REDACTED]
- **Brief Description of Concern:** The customer has paid for the booster and master cylinder, in which he paid around \$1,900. Now the dealership is informing him that he needs to replace the front struts and springs which would cost around \$1,800. The customer is looking to be reimbursed or compensated for the repairs he just previously paid for and for cost assistance on this current issue. What were the vehicle diagnosis for both issues? Were the issues due to a defect?
- **Customer Preferred Contact Method:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

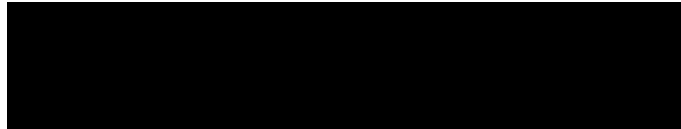
Edgar Zavaleta,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: 1-866-266-1794
edgar.1.zavaleta@gm.com

PE18-012

GM

3-27-2019

Q3



Edgar Zavaleta (C)

From: Marukian, Arman <amarukian@socalpenske.com>
Sent: Thursday, August 17, 2017 7:23 PM
To: Edgar Zavaleta (C)
Cc: Fujita, Faith
Subject: [EXTERNAL] RE: CA CEC [REDACTED], [REDACTED] FR [REDACTED]

The vacuum pump was leaking internally , vacuum pump, brake booster and brake master cylinder were replaced because it had a low speed no brake hold. He also complained about the front shock leaking which he declined the repair. One has nothing to do with the other so there are no reimbursement. Both issues were diagnosed at the same time. He had the brake issue repaired and declined the struts.

Arman Marukian
Director of Fixed Operations
Penske Chevrolet of Cerritos
18605 Studebaker Road
Cerritos, CA 90703

P: (562) 263-2230
E: amarukian@socalpenske.com

www.penskechevroletofcerritos.com

From: Edgar Zavaleta (C) [<mailto:edgar.1.zavaleta@gm.com>]
Sent: Thursday, August 17, 2017 4:47 PM
To: Marukian, Arman
Cc: Fujita, Faith
Subject: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Arman Marukian,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below and in the attached summary. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at <<Advisor's phone number, ext>>, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary. Complete details are in the attached data share file:

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Suburban
- **VIN:** 1GNSCKKC6FR [REDACTED]
- **Brief Description of Concern:** The customer has paid for the booster and master cylinder, in which he paid around \$1,900. Now the dealership is informing him that he needs to replace the front struts and springs which would cost around \$1,800. The customer is looking to be reimbursed or compensated for the repairs he just previously paid for and for cost assistance on this current issue. What were the vehicle diagnosis for both issues? Were the issues due to a defect?

Customer Preferred Contact Method: [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

Edgar Zavaleta,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: 1-866-266-1794
edgar.1.zavaleta@gm.com

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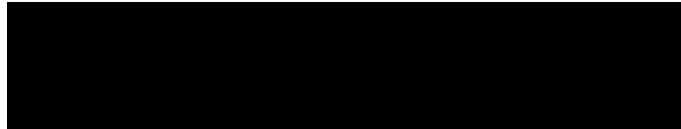
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PE18-012

GM

3-27-2019

Q3



Edgar Zavaleta (C)

From: Edgar Zavaleta (C)
Sent: Tuesday, August 22, 2017 12:46 PM
To: 'Marukian, Arman'
Subject: RE: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Hi Arman,

Thank you for this information. IN terms of the shocks and suspension issue that the customer is having now, what is the total cost of repairs for that issue? Also, is the issue due to a defect or could it have been prevented by the customer?

Thanks,

Edgar Zavaleta,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: 1-866-266-1794
edgar.1.zavaleta@gm.com

From: Marukian, Arman [<mailto:amarukian@socalpenske.com>]
Sent: Thursday, August 17, 2017 7:23 PM
To: Edgar Zavaleta (C)
Cc: Fujita, Faith
Subject: [EXTERNAL] RE: CA CEC, [REDACTED], [REDACTED] FR [REDACTED]

The vacuum pump was leaking internally , vacuum pump, brake booster and brake master cylinder were replaced because it had a low speed no brake hold. He also complained about the front shock leaking which he declined the repair. One has nothing to do with the other so there are no reimbursement. Both issues were diagnosed at the same time. He had the brake issue repaired and declined the struts.

Arman Marukian
Director of Fixed Operations
Penske Chevrolet of Cerritos
18605 Studebaker Road
Cerritos, CA 90703

P: (562) 263-2230
E: amarukian@socalpenske.com

www.penskechevroletofcerritos.com

From: Edgar Zavaleta (C) [<mailto:edgar.1.zavaleta@gm.com>]
Sent: Thursday, August 17, 2017 4:47 PM
To: Marukian, Arman
Cc: Fujita, Faith
Subject: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Arman Marukian,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below and in the attached summary. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at <<Advisor's phone number, ext>>, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary. Complete details are in the attached data share file:

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Suburban
- **VIN:** 1GNSCKKC6FR [REDACTED]
- **Brief Description of Concern:** The customer has paid for the booster and master cylinder, in which he paid around \$1,900. Now the dealership is informing him that he needs to replace the front struts and springs which would cost around \$1,800. The customer is looking to be reimbursed or compensated for the repairs he just previously paid for and for cost assistance on this current issue. What were the vehicle diagnosis for both issues? Were the issues due to a defect?
- **Customer Preferred Contact Method:** [REDACTED]

Thank you for your assistance with addressing this Customer's concern and your help in creating long-term customer satisfaction and loyalty!

Edgar Zavaleta,
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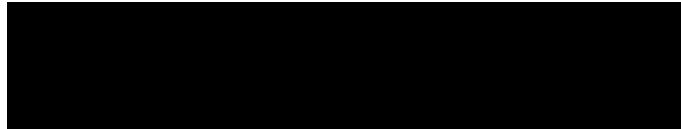
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PE18-012

GM

3-27-2019

Q3



Edgar Zavaleta (C)

From: Edgar Zavaleta (C)
Sent: Monday, August 28, 2017 11:13 AM
To: 'Marukian, Arman'
Cc: 'ffujita@socalpenske.com'
Subject: RE: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Hi Arman,

In regards to the customer's issue with the suspension and struts, what is the total cost of repairs for this issue?

Thanks,

Edgar Zavaleta,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: 1-866-266-1794
edgar.1.zavaleta@gm.com

From: Marukian, Arman [<mailto:amarukian@socalpenske.com>]
Sent: Thursday, August 17, 2017 7:23 PM
To: Edgar Zavaleta (C)
Cc: Fujita, Faith
Subject: [EXTERNAL] RE: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

The vacuum pump was leaking internally , vacuum pump, brake booster and brake master cylinder were replaced because it had a low speed no brake hold. He also complained about the front shock leaking which he declined the repair. One has nothing to do with the other so there are no reimbursement. Both issues were diagnosed at the same time. He had the brake issue repaired and declined the struts.

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Cerritos, CA 90703

P: (562) 263-2230
E: amarukian@socalpenske.com

www.penskechevroletofcerritos.com

From: Edgar Zavaleta (C) [<mailto:edgar.1.zavaleta@gm.com>]
Sent: Thursday, August 17, 2017 4:47 PM
To: Marukian, Arman
Cc: Fujita, Faith
Subject: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Arman Marukian,

The Customer referenced above has contacted the Customer Engagement Center for assistance indicating that they have previously contacted your dealership for the vehicle repair/service concern described below and in the attached summary. I have informed the Customer that you will **contact them in the next 24 hours** to help address this concern. I will continue to monitor the case through its completion and will be available to provide assistance as needed.

Please contact the Customer directly and then notify me within 24 hours regarding your plan for resolution of this case. Feel free to respond to this email (Reply with History) or call me directly at <<Advisor's phone number, ext>>, whichever works best for you. I will reach back out if I do not hear from you within 24 business hours to confirm that you have received the information you need and have made contact with the Customer.

Below is the case summary. Complete details are in the attached data share file:

- **Customer Name:** [REDACTED]
- **Vehicle Information:** 2015 Chevrolet Suburban
- **VIN:** 1GNSCKKC6FR [REDACTED]
- **Brief Description of Concern:** The customer has paid for the booster and master cylinder, in which he paid around \$1,900. Now the dealership is informing him that he needs to replace the front struts and springs which would cost around \$1,800. The customer is looking to be reimbursed or compensated for the repairs he just previously paid for and for cost assistance on this current issue. What were the vehicle diagnosis for both issues? Were the issues due to a defect?
- **Customer Preferred Contact Method:** [REDACTED]

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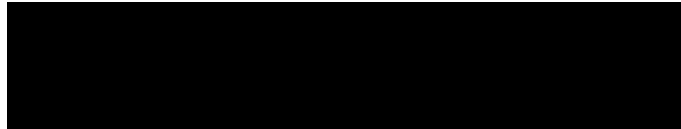
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PE18-012

GM

3-27-2019

Q3



Edgar Zavaleta (C)

From: Edgar Zavaleta (C)
Sent: Wednesday, August 30, 2017 3:28 PM
To: 'ffujita@socalpenske.com'
Cc: 'amarukian@socalpenske.com'
Subject: FW: CA CEC, [REDACTED], [REDACTED] FR [REDACTED]

Hi Faith,

In regards to the [REDACTED] issue with the suspension and struts, what is the total cost of repairs for this issue?

Thanks,

Edgar Zavaleta,
CA Customer Engagement Center
1-866-790-5700, ext. 5915224
FAX: 1-866-266-1794
edgar.1.zavaleta@gm.com

From: Marukian, Arman [<mailto:amarukian@socalpenske.com>]
Sent: Thursday, August 17, 2017 7:23 PM
To: Edgar Zavaleta (C)
Cc: Fujita, Faith
Subject: [EXTERNAL] RE: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

The vacuum pump was leaking internally , vacuum pump, brake booster and brake master cylinder were replaced because it had a low speed no brake hold. He also complained about the front shock leaking which he declined the repair. One has nothing to do with the other so there are no reimbursement. Both issues were diagnosed at the same time. He had the brake issue repaired and declined the struts.

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From: Edgar Zavaleta (C) [<mailto:edgar.1.zavaleta@gm.com>]
Sent: Thursday, August 17, 2017 4:47 PM
To: Marukian, Arman
Cc: Fujita, Faith
Subject: CA CEC, [REDACTED], [REDACTED], FR [REDACTED]

Arman Marukian,

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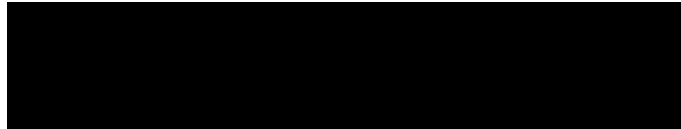
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3-27-2019

Q3





PROTECTION PLAN

AGREEMENT NUMBER

[REDACTED]

CUSTOMER INFORMATION

CUSTOMER'S NAME [REDACTED]					
CUSTOMER'S STREET ADDRESS [REDACTED]				CITY [REDACTED]	
STATE [REDACTED]	ZIP CODE [REDACTED]	CUSTOMER'S PHONE [REDACTED]		[REDACTED]	
YEAR 2015	MAKE Chevrolet	MODEL K1500 SUBURBAN LS		VEHICLE IDENTIFICATION NUMBER 1GNSKHEC5FR [REDACTED]	
ODOMETER READING 40908	AGREEMENT PURCHASE DATE 8/29/2017	VEHICLE IN-SERVICE DATE 10/31/2015		SALESPERSON NAME	
SELLING DEALER NAME General Motors Customer Assistance			ADDRESS 100 Renaissance Center Drive		
CITY Detroit		STATE MI	ZIP CODE 48265	PHONE NUMBER (866) 790-5600	FAX NUMBER
LIENHOLDER (NEEDED ONLY WHEN AGREEMENT IS INCLUDED WITH VEHICLE FINANCING)					

PROGRAM INFORMATION

AGREEMENT TERM: 18 MONTHS 15000 MILES AGREEMENT COST: \$ 476

YOUR AGREEMENT EXPIRES ON 3/27/2019
 OR WHEN YOUR VEHICLE'S ODOMETER READS 55908
 OR WHEN ALL SERVICES LISTED ON THE VEHICLE MAINTENANCE
 SERVICES CHECKLIST HAVE BEEN REDEEMED
 (WHICHEVER OCCURS FIRST)

MAINTENANCE PACKAGE
PPMPlus

SERVICES SCHEDULE
Normal Schedule1

ACKNOWLEDGEMENT

Purchaser acknowledges that the service must be performed at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any Chevrolet, Buick, GMC, Cadillac dealer. Purchase of this Pre-Paid Vehicle Maintenance **Agreement** is not required in order to obtain **Vehicle** financing. Incidental or consequential damage or loss caused by breakdown of components (or otherwise) including property damage, personal injury, inconvenience, loss of vehicle use, and/or commercial loss and punitive damage is expressly excluded.

CUSTOMER SIGNATURE _____

AUTHORIZED SELLING DEALER REPRESENTATIVE _____ DATE 8/29/2017

The definition of "**We, Us and Our**" used frequently throughout the Pre-Paid Vehicle Maintenance **Agreement** is defined as AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072. Please refer to the Pre-Paid Vehicle Maintenance **Agreement** for additional definitions.

Our obligations and the performance to **You** under this **Agreement** are guaranteed and insured by a policy issued by Wesco Insurance Company (a California approved Insurance Company), 59 Maiden Lane, 43rd Floor, New York, NY 10038, (877) 528-7878. If a covered service is not paid within sixty (60) days (except Arizona thirty (30) days) after proof of maintenance has been filed, **You** may file a claim directly with Wesco Insurance Company. Please call (866) 505-4048 for instructions.

Florida residents, the Pre-Paid Vehicle Maintenance **Agreement** Obligor/Provider and **Administrator** is WESCO INSURANCE COMPANY, 59 Maiden Lane, 43rd Floor, New York, NY 10038, (866) 327-5818, LICENSE #01913.

PRE-PAID VEHICLE MAINTENANCE AGREEMENT

DEFINITIONS

The following definitions apply to words frequently used in this Pre-Paid Vehicle Maintenance Agreement and appear in **Bold Faced Type**:

Agreement – Means this Pre-Paid Vehicle Maintenance Agreement which **You** have purchased from **Us**.

You, Your – Means the customer identified on the **Registration Page**.

We, Us, Our – Means the party obligated to fulfill the services of this **Agreement**, as shown on the **Registration Page**.

Administrator – Means AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095, (877) 265-1072, unless otherwise stated on the **Registration Page**.

Registration Page – Means Page 1 of this **Agreement** that identified information about **You**, the **Selling Chevrolet, Buick, GMC, Cadillac Dealer**, the **Agreement Term** and the covered **Vehicle**.

Selling Chevrolet, Buick, GMC, Cadillac Dealer – Means the authorized dealer from whom **You** purchased the **Vehicle** described on the **Registration Page** and who sold **You** this **Agreement**.

Maintenance Package – Means the list of services purchased by **You** for **Your Vehicle** as stated in this **Agreement** and as shown on the **Registration Page**.

Vehicle – Means the **Vehicle** described on the **Registration Page**.

COVERAGE TERMS

THIS PRE-PAID VEHICLE MAINTENANCE AGREEMENT IS BETWEEN YOU AND US. ALL AGREEMENT SERVICES WILL BE PERFORMED BY AND PAID FOR BY THE SELLING OR ANY CHEVROLET, BUICK, GMC, CADILLAC DEALER. THIS AGREEMENT IS NOT AN INSURANCE POLICY, NOR SHOULD ANYTHING WITHIN THIS AGREEMENT BE CONSTRUED AS AN AGREEMENT TO PROVIDE INSURANCE.

Your Vehicle may require additional services that are not provided under this **Agreement**. Please refer to **Your Vehicle's** owner's manual for recommended services and intervals.

1. This **Agreement** is valid only for the **Vehicle** identified on the **Registration Page**.
2. The services provided in the **Maintenance Package** under this **Agreement** are available only at the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** or any authorized Chevrolet, Buick, GMC, Cadillac dealer.
3. Parts, oil, fluids and lubricants used shall not deviate from quality types or quantities used by the manufacturer when the **Vehicle** was delivered new.
4. Genuine AC Delco / GM parts will be used where applicable unless otherwise authorized by **You**.
5. Shop and environmental fees are included.

WHAT IS COVERED

MAINTENANCE PACKAGES

PREPAID MAINTENANCE	PREPAID MAINTENANCE PLUS
Engine Oil & Filter Change *Tire Rotation	Engine Oil & Filter Change *Tire Rotation See Vehicle Maintenance Services Checklist herein for additional items included in your purchase. The Vehicle Maintenance Services Checklist contains each of the maintenance services included in your package. You are entitled only to those maintenance services based on the number of times they are listed.

*Some vehicles are equipped with unidirectional tires that cannot be rotated. These vehicles will not be charged for Tire Rotation maintenance services.

SERVICES SCHEDULES

Engine Oil, Filter Change and Tire Rotation services listed in the **Maintenance Package** selected are recommended based on the Schedule shown on the **Registration Page** as follows:

SCHEDULE 1: 2 services for every 18 months or 15,000 miles.

SCHEDULE 2: 3 services for every 18 months or 15,000 miles.

SCHEDULE 3: 5 services for every 18 months or 15,000 miles.

NOTE: Many **Vehicles** are equipped with an engine oil life system that calculates engine oil life based on vehicle and, on most **Vehicles**, display a message when it is necessary to change the engine oil and filter.

TERM OF PROGRAM

For **Vehicles** with manufacturer prepaid maintenance, **Agreement** expiration is measured in time from the **Vehicle's** in-service date and expiration mileage is reached when the **Vehicle's** odometer reaches the term miles shown on the **Registration Page**. Maintenance services provided by the manufacturer will not be reimbursed under the terms of this **Agreement**. The term of this **Agreement** runs concurrent with and may extend beyond the manufacturer prepaid maintenance based on the term selected.

For **Vehicles** that have not and/or do not have manufacturer prepaid maintenance, this **Agreement** begins on the **Agreement** Purchase Date and Odometer Mileage at **Agreement** Purchase Date. Expiration is measured in time from the **Agreement** Purchase Date and expiration mileage is derived by adding term miles as shown on the **Registration Page** to the Odometer Mileage at **Agreement** Purchase Date.

DEALER STATUS

In the event that the **Selling Chevrolet, Buick, GMC, Cadillac Dealer** goes out of business or is unable to perform the services purchased, **You** may go to an alternate Chevrolet, Buick, GMC, Cadillac dealer. **You** may contact the **Administrator** for assistance in locating an alternate Chevrolet, Buick, GMC, Cadillac dealer to perform **Your** services. If the **Administrator** is unable to locate such a facility then **We** will reimburse **You**, the customer, reasonable and customary charges for services once proof of service has been received. Proof of service must be in the form of a receipt from a licensed service facility.

TRANSFER OF YOUR AGREEMENT

- a. **Your Agreement** is transferable to the person **You** sell or otherwise transfer **Your Vehicle** to while this **Agreement** is still in force. This **Agreement** cannot be transferred if the title transfer of **Your Vehicle** passes through an entity other than the subsequent buyer, or **Your Vehicle** is sold or traded to a dealership, leasing agency or entity/individual in the business of selling vehicles. This **Agreement** can only be transferred once and the transfer must be made by the original **Agreement** Holder.
- b. To transfer, the following must be submitted to the **Administrator** within 30 days of the change of ownership to a subsequent individual purchaser:
 - A copy of **Your Registration Page**;
 - A completed transfer form; with
 - Name and Address of new owner, date of sale to new owner, current mileage; and
 - \$50.00 Transfer Fee (\$40.00 Florida Only) made payable to the **Administrator**.
- c. Any remaining manufacturer's warranty must also be transferred at the same time as **Vehicle** ownership transfer, if applicable.

CANCELLATION OF YOUR AGREEMENT

- a. **You** may cancel this **Agreement** at any time, including when a loss of the **Vehicle** occurs or when **You** sell **Your Vehicle** without transfer of this **Agreement**. To cancel, **You** must submit a written request to the selling dealer or the **Administrator**. If **You** cancel this **Agreement**, it will not be reinstated. An odometer or notarized statement indicating the odometer reading on the date of the request will be required. This **Agreement** can only be cancelled by the original **Agreement** Holder.
- b. **We** may cancel this **Agreement** for non-payment of the **Agreement** cost, or for misrepresentation in the submission of a maintenance service redemption. **We** may cancel this **Agreement** if **Your Vehicle** is found to be modified in a manner not recommended by the manufacturer.
- c. If **Your Vehicle** and this **Agreement** have been financed, the lienholder shown on the **Registration Page** may cancel this **Agreement** for non-payment (except in the states of Utah, Washington and Wyoming), or if **Your Vehicle** is declared a total loss or is repossessed.
- d. If this **Agreement** is cancelled within the first sixty (60) days and no maintenance services have been redeemed, **We** will refund the entire **Agreement** cost paid. If this **Agreement** is cancelled after the first sixty (60) days or any maintenance services have been redeemed, **We** will refund an amount of the **Agreement** cost according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date coverage begins, less a fifty dollar (\$50.00) administrative fee and less any maintenance services redeemed. In the event of cancellation, the lienholder (if any) will be named on a cancellation refund check as their interest may appear.

EXCLUSIONS

This **Agreement** will only cover those services listed under the **Maintenance Package** section based on the level selected that is indicated on the **Registration Page** of this **Agreement**. This **Agreement** does not cover any other maintenance items or services, nor will this **Agreement** pay for:

1. **Maintenance services performed by anyone other than the Selling or any Chevrolet, Buick, GMC, Cadillac dealer.**
2. **Any item not specifically listed on this Agreement for the Maintenance Package purchased as identified on the Registration Page and as detailed on the Vehicle Maintenance Services Checklist.**
3. **Any mechanical breakdowns, repairs, adjustments, alignments, improvements or upgrades of any kind.**
4. **Any costs You may incur for consequential or secondary damages; personal expenses; any parts, items, labor or fluids not listed.**
5. **Liability for damage to property or injury to, or death of any person arising out of the operation, maintenance, shipment, storage or use of the Vehicle whether or not related to the maintenance services or coverages.**
6. **Any maintenance services in excess of those provided by this Vehicle Maintenance Agreement.**

LIMITS OF LIABILITY

The limit of **Our** liabilities is the services to which **You** would be entitled as listed herein and is the only remedy available to **You** not to exceed the term months/miles shown on the **Registration Page** as described in the Term of Program section of this **Agreement**. Services and related parts must be provided in accordance with the original manufacturer specifications.

ARBITRATION PROVISIONS

READ THE FOLLOWING ARBITRATION PROVISION ("PROVISION") CAREFULLY. IT LIMITS CERTAIN OF YOUR RIGHTS, INCLUDING YOUR RIGHT TO OBTAIN RELIEF OR DAMAGES THROUGH COURT ACTION.

As used in this provision, "You" and "Your" means the person or persons named in this **Agreement**, and all of his/her heirs, survivors, assigns and representatives. And, "We" and "Us" shall mean the Obligor identified on the **Registration Page** and shall be deemed to include all of its agents, affiliates, predecessors in interest, successors and assigns, and any retailer or distributor of its products, and all of the dealers, licensees and employees of any of the foregoing entities.

Please read this arbitration provision ("provision") carefully. It affects Your rights.

Most customer concerns can be quickly and satisfactorily resolved by calling AMT Warranty Corp. at (877) 265-1072. **In the unlikely event that Your matter is not resolved or if We have been unable to resolve a dispute We have with You after attempting to do so informally, You and We each agree to resolve those disputes through binding arbitration or small claims court instead of in courts of general jurisdiction.** Arbitration is more informal than a lawsuit in court, it uses a neutral arbitrator instead of a judge or jury, it allows for more limited discovery than in court, and is subject to very limited review by courts. Arbitrators can award the same damages and relief as a court. **Any arbitration under this Agreement will take place on an individual basis; class arbitrations and class actions are not permitted. For any non-frivolous claim that does not exceed \$75,000, We will pay all costs of arbitration.** Moreover, in arbitration You are entitled to recover attorneys' fees to at least the same extent as You would in court. In addition, under certain circumstances (explained below), We will pay You more than the amount of the arbitrator's award and will pay Your attorney (if any) twice his/her reasonable attorneys' fees if the arbitrator awards You an amount that is greater than what We have offered You to settle the dispute.

- (1) We and You agree to arbitrate **all disputes and claims** that arise with respect to the other. This agreement to arbitrate is intended to be broadly interpreted. It includes, but is not limited to:
 - claims arising out of or relating to any aspect of the relationship, whether based in contract, tort, statute, fraud, misrepresentation or any other legal theory;
 - claims that arose before this or any prior contract (including, but not limited to, claims relating to marketing);
 - claims that are currently the subject of purported class action litigation in which You are not a member of a certified class; and
 - claims that may arise after the termination of this **Agreement**.

Notwithstanding the foregoing, either party may bring an individual action in small claims court. This arbitration agreement does not preclude You from bringing issues to the attention of federal, state, or local agencies. Such agencies can, if the law allows, seek relief against Us on Your behalf. **You agree that, by entering into this Agreement, You and We are each waiving the right to a trial by jury or to participate in a class action.** This **Agreement** evidences a transaction in interstate commerce, and thus the Federal Arbitration Act governs the interpretation and enforcement of this provision. This provision shall survive termination of the **Agreement**.

- (2) A party who intends to seek arbitration must first send to the other, by certified mail, a written notice of dispute ("Notice"). The Notice to Us should be addressed to: Legal Depart., AMT Warranty Corp., P.O. Box 927, Bedford, TX 76095 ("Notice Address"). The Notice must (a) describe the nature and basis of

the claim or dispute; and (b) set forth the specific relief sought ("Demand"). If We and You do not reach an agreement to resolve the claim within 30 days after Notice is received, You or We may commence an arbitration proceeding. During the arbitration, the amount of any settlement offer made by Us or You shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which You or We is entitled. You may contact us to obtain a form to initiate arbitration.

- (3) After We receive notice at the Notice Address that You have commenced arbitration, We will promptly reimburse You for Your payment of the filing fee, unless Your claim is for greater than \$75,000. The arbitration will be governed by the Commercial Arbitration Rules and the Supplementary Procedures for Consumer Related Disputes (collectively, "AAA Rules") of the American Arbitration Association ("AAA"), as modified by this **Agreement**, and will be administered by the AAA. The AAA Rules are available online at www.adr.org, by calling the AAA at 1-800-778-7879, or by writing to the Notice Address. The arbitrator is bound by the terms of this **Agreement**. All issues are for the arbitrator to decide, except that issues relating to the scope and enforceability of the provision are for the court to decide. Unless We and You agree otherwise, any arbitration hearings will take place in the county of Your billing address. If Your claim is for \$10,000 or less, We agree that You may choose whether the arbitration will be conducted solely on the basis of documents submitted to the arbitrator, through a telephonic hearing, or by an in-person hearing as established by the AAA Rules. If Your claim exceeds \$10,000, the right to a hearing will be determined by the AAA Rules. Regardless of the manner in which the arbitration is conducted, the arbitrator shall issue a reasoned written decision sufficient to explain the essential findings and conclusions on which the award is based. Except as otherwise provided herein, We will pay all AAA filing, administration, and arbitrator fees for any arbitration initiated in accordance with the notice requirements above. If, however, the arbitrator finds that either the substance of Your claim or the relief sought in the Demand is frivolous or brought for an improper purpose (under the standards set forth in Federal Rule of Civil Procedure 11(b)), payment of all such fees will be governed by the AAA Rules. In such case, You agree to reimburse Us for all monies previously disbursed by Us that are otherwise Your obligation under the AAA Rules. In addition, if You initiate an arbitration in which you seek more than \$75,000 in damages, payment of these fees will be governed by the AAA rules.
- (4) If, after finding in Your favor in any respect on the merits of Your claim, the arbitrator issues You an award that is greater than the value of the last written settlement offer made by Us before an arbitrator was selected, We will:
- pay You the amount of the award or \$10,000 ("the alternative payment"), whichever is greater; and
 - pay Your attorney, if any, twice the amount of attorneys' fees, and reimburse any expenses (including expert witness fees and costs) that Your attorney reasonably accrues for investigating, preparing, and pursuing Your claim in arbitration ("the attorney premium").
- If We did not make a written offer to settle the dispute before an arbitrator was selected, You and Your attorney will be entitled to receive the alternative payment and the attorney premium, respectively, if the arbitrator awards You any relief on the merits. The arbitrator may make rulings and resolve disputes as to the payment and reimbursement of fees, expenses, and the alternative payment and the attorney premium at any time during the proceeding and upon request from either party made within 14 days of the arbitrator's ruling on the merits.
- (5) The right to attorneys' fees and expenses discussed in paragraph (4) supplements any right to attorneys' fees and expenses You may have under applicable law. Thus, if You would be entitled to a larger amount under the applicable law, this provision does not preclude the arbitrator from awarding You that amount. However, You may not recover duplicative awards of attorneys' fees or costs. Although under some laws We may have a right to an award of attorneys' fees and expenses if it prevails in an arbitration, We agree that We will not seek such an award.
- (6) The arbitrator may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. **YOU AND WE AGREE THAT EACH MAY BRING CLAIMS AGAINST THE OTHER ONLY IN YOUR/OUR INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING.** Further, unless both You and We agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. If this provision is found to be unenforceable, then the entirety of this provision shall be null and void.
- (7) Notwithstanding any provision in this **Agreement** to the contrary, We agree that if We make any future change to this provision (other than a change to the Notice Address) during Your **Agreement**, You may reject any such change by sending us written notice within 30 days of the change to the Arbitration Notice Address provided above. By rejecting any such change, You are agreeing that You will arbitrate any dispute between us in accordance with the language of this provision.

SPECIAL STATE REQUIREMENTS/DISCLOSURES

The following Special State Requirements and/or Disclosures apply if this Contract was purchased in one of the following states and supersede any other provision herein.

CALIFORNIA

The **Agreement Administrator** and Obligor is AMT Warranty Corp. California License #0H18143.

Our obligations under this **Agreement** are insured by policy issued by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, 800-927-4357. **You** may file a claim with this insurance company if any promise made in this Maintenance **Agreement** has been denied or has not been honored within sixty (60) days after the date the proof of loss was filed. If **You** are not satisfied with the insurance company's response, **You** may contact the California Department of Insurance at (800) 927-4357.

CANCELLATION OF **YOUR AGREEMENT** section is deleted and replaced with the following:

If **You** cancel this **Agreement** within sixty (60) days and no claims have been filed, the entire **Agreement** charge will be refunded. If **You** cancel this **Agreement** within sixty (60) days and have paid or approved claims, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins. If **You** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date the **Agreement** begins, an administrative fee not to exceed the lesser of twenty-five dollars (\$25.00) or 10% of the **Agreement** cost charged will be charged.

If **We** cancel this **Agreement** the cancellation refund will be paid within thirty (30) days of the cancellation and a notice of cancellation will be mailed to **You** listing the reason for cancellation. The **Agreement** ceases to be valid no less than five (5) days after the postmark date of such notice. If **We** cancel this **Agreement** within sixty (60) days, the entire **Agreement** price will be refunded, less any claims paid or approved for payment prior to the cancellation date. After sixty (60) days, **We** may only cancel this **Agreement** for non-payment, fraud, or material misrepresentation. If **We** cancel this **Agreement** after sixty (60) days, **We** will refund an amount of the **Agreement** price according to the pro-rata method reflecting the greater of the days in force or the miles driven based on the term/miles selected and the date **Agreement** begins. If **We** cancel this **Agreement**, no administrative fee will be charged. In the event of cancellation, any claim filed and/or approved prior to the cancellation date will be honored and/or reviewed for coverage under the terms of the **Agreement**.

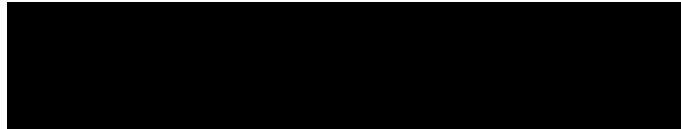
Under the Arbitration Provision the following is added: This Provision shall inure to the benefit of and be binding on You and Us following exhaustion of Your right to file claims with the Insurance Company and/or the California Department of Insurance ("DOI") as specified on the **Registration Page**. However, if You choose to forego Your right to file Your claims with the Insurance Company and the DOI, You waive those rights and this Provision will be enforced and binding. The arbitrators shall not have the power to commit errors of law or legal reasoning, and the award may be vacated or corrected on appeal to a court of competent jurisdiction for any such error. Reference to the Federal Arbitration Act in the Arbitration Provision of this **Agreement** shall be replaced with the following citation: CAA (CCP § 1280 et seq). The reference to the class action waiver is hereby stricken from the ALL CAPS portion of the Arbitration Provision in this **Agreement**. The choice of law for all California residents is California. The fee provision in the Arbitration Provision of this **Agreement** shall be amended to include California Code of Civil Procedure, Title 9, Chapter 1 § 1284.3.

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3-27-2019

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

Caller English

System [11:48:24 AM]:

Welcome to chat.

Marcelo [11:49:04 AM]:

Thank you for chatting Chevrolet Customer Assistance, my name is Marcelo, how may I assist you today? Also, your safety is very important to us at General Motors, so please remember to not use any hand held device whenever you're driving.

[REDACTED] [11:50:39 AM]:

I had a question, comment and concern. First concern. My brakes are barely working and chevy dealerships in and around Austin are saying they can't get me in to have it checked out until they have a loaner back in 1.5 to 2 weeks. I've owned 3 brands and this is by far the worst service I've ever heard of

[REDACTED] [11:51:09 AM]:

How can they expect me to drive around my kids in a car for that long with barely any brakes?

Marcelo [11:52:54 AM]:

I'm so sorry to learn that you're having an issue on the brakes and the dealership cannot have the vehicle check.

[REDACTED] [11:53:31 AM]:

The vehicle is a 2015 Tahoe LT. It said service Brake assist as I hit the brakes and with no other warning I could barely stop.. that is not ok if there is an issue there should be a warning light not after the fact.

Marcelo [11:54:23 AM]:

I understand that your main concern here is your and your kid's safety.

[REDACTED] [11:54:33 AM]:

What is the recommendation ?

Marcelo [11:55:37 AM]:

When did you take the vehicle to the dealership?

[REDACTED] [11:56:35 AM]:

I called them today and they said I could get in in a week and a half to 2 weeks

[REDACTED] [11:57:47 AM]:

That would be okay if it were standard service but no brakes is a serious service issue that should take priority over standard service.

Marcelo [11:58:24 AM]:

In order for me to assist you further, I'll need the last eight of the VIN and the mileage of the vehicle.

[REDACTED] [11:59:35 AM]:

FR [REDACTED]

Marcelo [11:59:48 AM]:

Can I have the name of the dealership that you called today?

[REDACTED] [12:00:46 PM]:

52331 mileage. Called every one from Austin to San Marcos. And Georgetown (Georgetown had the appointment available for next Wednesday)

[REDACTED] [12:01:38 PM]:

San Marcos doesn't offer a loaner, and is pretty far away. My zip code is [REDACTED]

Marcelo [12:05:20 PM]:

Have you contacted Don Hewlett Chevrolet? They are located in Georgetown TX 78626.

[REDACTED] [12:06:13 PM]:

I believe they said I could get an appointment next Wednesday. That's 9 days of driving with barely any brakes.

Marcelo [12:08:55 PM]:

Where they able to provide you any information, why it will take that long, before they can check your vehicle?

[REDACTED] [12:12:02 PM]:

He said that he didn't have any available appointments to get me in a loaner until then. I can't be without a vehicle for that long and can't be in a vehicle that is not safe either.

Marcelo [12:14:05 PM]:

Did they provide you any information on how long it will take them to repair the vehicle?

[REDACTED] [12:14:58 PM]:

No

Marcelo [12:19:00 PM]:

Dealership need to have the vehicle diagnose first, for them to check the problem on the vehicle, from there, they will be able to provide us what will be the repair there are going to do with the vehicle and how long it will take them to repair the vehicle.

[REDACTED] [12:21:24 PM]:

I'm still calling more places this is absolutely ridiculous though. I've never had issues like this with any other company. I'm getting a whole bunch of we are full and can't even look at it for a day or two.

[REDACTED] [12:22:01 PM]:

This is so unacceptable!

Marcelo [12:28:22 PM]:

We do ask for an apology if the dealership cannot accommodate your vehicle right away. We have to understand, Danielle, that the dealership cannot just accept vehicle if they are lot of vehicle being repaired in their dealership.

Marcelo [12:29:23 PM]:

I would suggest that we schedule your vehicle today, so it will be next in line at the dealership.

Marcelo [12:32:24 PM]:

Thank you for chatting. I am still here to assist you. I can give you two more minutes and then I'll have to disconnect the chat.

Marcelo [12:35:03 PM]:

Thank you for chatting. I am still here to assist you. I can give you two more minutes and then I'll have to disconnect the chat.

Marcelo [12:35:14 PM]:

I am ending this chat session due to no response. Thank you for contacting <Brand> Customer Assistance. If you have additional questions, please feel free to contact us again. We are here to chat Monday through Friday from 8 am to 11 pm and Saturday from 9 am to 11 pm.

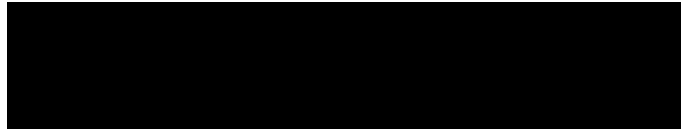
Call Disconnected.

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3-27-2019

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CERTIFIED MAIL

Krohn & Moss, Ltd
10 N Dearborn St 3rd Fl
Chicago IL 60602-4276



\$6.560
US POSTAGE
FIRST-CLASS
FROM 60602
AUG 23 2017
stamps.com



General Motors, LLC
PO Box 33170
Detroit MI 48232-5170

RECEIVED AUG. 28 2017

Krohn & Moss, Ltd.

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10 N. Dearborn, 3rd Floor
Chicago, Illinois 60602
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Writer's Direct E-Mail
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*Licensed to practice Only in:
Florida
Illinois*

August 23, 2017

VIA CERTIFIED MAIL

General Motors, LLC
PO Box 33170
Detroit, MI 48232-5170

RE: [REDACTED] **v. General Motors LLC**
Vehicle: 2014 Chevrolet Silverado 1500
VIN: 3GCUKREC9EG [REDACTED]
Our File No.: F170274BWA

Dear Sir or Madam:

Please be advised that this office represents the above-named individual regarding claims against your company pursuant to the federal Magnuson-Moss Warranty Act and/or the Florida Lemon Law with regard to the above-listed vehicle. Please direct all future contacts and correspondence to our office.

Having been formally notified of our representation, you are instructed not to contact our client under any circumstances. Direct all inquiries to this office. If you fail to act in conformity with this directive, injunctive relief will be sought against you.

You are hereby notified that any settlement made with our client must include compensation for all statutory and other relief available to a consumer. If you settle directly with our client and do not make arrangements for payment of all damages, fees, and costs, we will file suit against you. In addition, you are hereby notified of our attorneys' lien.

There are numerous defects and non-conformities present in my client's automobile for which relief is sought, and numerous attempts to repair the vehicle have been unsuccessful. You are hereby notified that these defects and non-conformities include, but are not limited to:

1. Defective engine, transmission and/or electrical system as evidenced by a recalled transfer case, odometer display, and seat mounted side impact airbag connector, the defective rear differential the illumination of the check engine and service 4 wheel

drive messages, a lack of power in the engine, the failure of the remote start on key fob, and a difficulty with normal operation while in auto 4x4;

2. Defective tires as evidenced by the right rear tire locking up while driving;
3. Defective brakes as evidenced by the difficulty braking, a leak in the brake booster, a replaced pinion and ring gear; and
4. All additional complaints made by our client, whether or not they are contained in your company's records or on any dealer repair orders.

The defects and non-conformities listed above constitute a substantial impairment of the use, value and/or safety of the vehicle. Because of these defects and non-conformities, my client has justifiably lost confidence in the vehicle. As one court has stated:

For a majority of people the purchase of a new car is a major investment, rationalized by the peace of mind that flows from its dependability and safety. Once their faith is shaken, the vehicle loses not only its real value in their eyes, but becomes an instrument whose integrity is substantially impaired and whose operation is fraught with apprehension. Zabriskie Chevrolet, Inc. v. [REDACTED] 240 A.2d 195.

Concerning the amount of grief a person must endure, one court expressed the consumer's lament in the following manner:

There comes a time when enough is enough – when an automobile purchaser, after having to take his car into the shop for repairs an inordinate number of times and experiencing all of the attendant inconvenience, is entitled to say, “That’s all,” and revoke, notwithstanding the repeated good faith efforts to fix the car. [REDACTED] 491 So.2d 204.

My client's repair history clearly shows there was a breach of your written warranty

based upon the generally accepted rule that an unsuccessful effort to remedy defects found to exist renders the warrantor liable; the buyer is not bound to allow him the opportunity or permit him to tinker with the article indefinitely in the hope that it may ultimately be made to comply with the warranty. [REDACTED] v. Chevrolet Motor Division, 581 P.2d 603.

Although it is my client's contention that you have already been provided with sufficient opportunities to repair the subject vehicle by the tendering of the vehicle to your dealers as directed in your warranty, if you are interested in performing further repairs to the vehicle, please contact me to make appropriate arrangements to do so. If I do not hear from you within ten (10) days I will presume you are uninterested in performing any further repairs to the vehicle.

Please be advised that pursuant to Uniform Commercial Code § 2-711(3) my client has a security interest in the vehicle for return of the amounts described above, plus expenses in handling and inspecting the vehicle. Unless you repurchase my client's vehicle and return all payments made by my client on the vehicle, my client will hold the car and use it to the extent necessary to preserve it, to protect the security interest, and to minimize your damages.

August 23, 2017

Moreover, my client needs return of the monies listed above before a substitute vehicle can be acquired. In addition, any attempt by you or your agents to repossess the car will be wrongful and may subject you to liability for conversion and for wrongful repossession under Uniform Commercial Code §§ 9-503 and 9-507, as well as any other applicable remedies.

If the seller or, if applicable, the assignee, or any creditor subject to the FTC Holder Rule has filed a financing statement covering the goods, I demand, pursuant to Uniform Commercial Code § 9-404, that you file a termination statement within ten (10) days to terminate your security interest, and forward a copy to me. Since my client has revoked acceptance, there is no outstanding secured obligation. If you do not file a termination statement within ten (10) days and cooperate in removing the lien, you may be liable under Uniform Commercial Code § 9-404(1) in the amount of \$100.00, plus any loss caused to my client by your failure to do so.

To avoid any litigation, please contact me. If this matter is not resolved within ten (10) days from the date of this letter, you are hereby notified that a lawsuit will be filed.

[REDACTED]
Attorney at Law

BW/ng

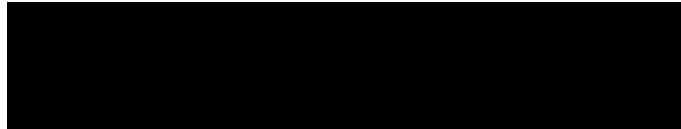
cc: [REDACTED]

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07/15/2017
15:44:18

SUMMARY HISTORY DISPLAY

3030
PAGE 1

CUSTOMER NAME [REDACTED] SERIAL NO. 3GCUKREC9EG [REDACTED]
TOTAL R/O'S 6 TOTAL SERV. DAYS 43 MAKE CT CHEVROLET TRUCK

LN#	RO.NO.	RO. DATE..	MILES.	ADV/TECH	J#	T	OPERATION CODE.	DESCRIPTION.....
1	[REDACTED]	03/22/2017	76041	A				
				T	324	1	I 00CVZ01	FREE COMPLETE MP
				T	324	2	W 40CVZ	BRAKES
				T	324	3	W 47CVZ	AXLE/DIFFERENTIA
				T	324	4	I 42CVZ	CAMPAIGN
				T	324	5	I 42CVZ1	CAMPAIGN
				T	324	6	W 42CVZ2	CAMPAIGN
2	[REDACTED]	08/10/2016	63263	A				
				T	298	1	C 00CVZ01	FREE COMPLETE MP
				T	298	2	W 10CVZ06	CHECK ENGINE LIG
				T	298	3	C 47CVZ	AXLE/DIFFERENTIA
				T	298	4	C 10CVZ	DRIVEABILITY
				T	298	5	C 50CVZ	ENGINE ELECTRICA
				T	298	6	C 00CVZ003A	DEXOS OIL & FILT
				T	298	7	C 90CVZ04	INTERIOR DETAIL
				T	298	8	C 46CVZ	WHEELS/TIRES
				T	999	9	I 70CVZ03	RENTAL
3	[REDACTED]	01/05/2015	20199	A				
				T	125	1	W 10CVZ	DRIVEABILITY
				T	125	2	I 10CVZ01	DRIVEABILITY CON
				T	125	3	I 70CVZ03	RENTAL
				T	125	4	C 00CVZMPVI	*MPVI 27 POINT
4	[REDACTED]	11/06/2014	16820	A				
				T	177	1	W 03CVZ003	*Dexos Oil & Rot
				T	177	2	C 03CVZ006	MPVI 27 POINT
5	[REDACTED]	09/04/2014	12466	A				
				T	113	1	W 42CVZ	CAMPAIGN
				T	113	2	W 42CVZ1	CAMPAIGN
				T	113	3	W 42CVZ2	CAMPAIGN
				T	113	4	C 01CVZ015	15000 MILE SERVI
				T	113	5	C 00CVZMPVI	*MPVI 27 POINT
				T	113	6	I 70CVZ03	RENTAL
6	[REDACTED]	06/28/2014	7652	A				
				T	352	1	I 99CXZ	CAMPAIGNS
				T	352	2	W 99CXZ01	CAMPAIGNS
				T	352	3	W 00CXZ01C	DEXOS OIL & ROTA
				T	352	4	I 00CXZMPVI	MPVI 27 POINT

X. R/O NO.	██████████	TYPE SERVICE				11. ADVISOR	121			
1. CUSTOMER	████████████████████					12. DATE IN	09/04/2014			
PHONE (B)	██████████	PHONE (H)	██████████			13. TIME IN	10:05am			
2. SERIAL#	3GCUKREC9EG	██████████	PROD DT			14. DATE PR	09/04/2014			
LICENSE#		STK#	DEL			15. TIME PR	07:00pm			
DESC.	CT SILVERADO	1500	14			16. TAG NO.	██████████			
3. JOBS (J#)	1	2	3	4	5	6	17. MI I/O	12465/12466		
STATUS	F	F	F	F	F	F	18. PO NO.			
4. LABOR							19. COMMENTS			
						0.00	20. RECOMMEN			
5. PARTS						0.00	21. JRNL PFX	PICKUP		
						0.00	22.			
6. SUBLET						0.00				
						0.00				
7. G.O.G.						0.00				
						0.00				
8. MISC						0.00				
						0.00				
9. TAX						0.00				
						0.00				
10. EST \$ []	TOTALS	C	0.00	W	448.03	I	0.00

(S=SAVE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

JOB#(1) OP/CODE 42CVZ CAMPAIGN LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 104.52 GRP
 LABOR CHARGES 41.76 NOTE
 COMPLAINT RECALL 14192 UNWANTED TRANSFER CASE TO NUETRAL
 9100680 0.4
 CAUSE recall
 CORRECTION performed recall AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	113		W	09/10/14		0.00	0.00	0.40			I

TOTAL LABOR TIME 0.40

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(2) OP/CODE 42CVZ1 CAMPAIGN LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.70 LABOR RATE 104.52 GRP
 LABOR CHARGES 73.16 NOTE
 COMPLAINT RECALL 14126 PEEK IN ODOMETER DISPLAY INCORRECT
 9100630 0.7
 CAUSE RECALL
 CORRECTION PERFORMED RECALL AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	152.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	113		W		09/10/14	0.00	0.00	0.70			I

TOTAL LABOR TIME 0.70

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(3) OP/CODE 42CVZ2 CAMPAIGN LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 1.60 LABOR RATE 104.52 GRP
 LABOR CHARGES 167.23 NOTE
 COMPLAINT RECALL 14166 SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR
 9100748 1.6
 CAUSE RECALL
 CORRECTION PERFORMED RECALL AS PER BULETIN

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	13.88	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	3	113		W		09/10/14	0.00	0.00	1.60			I

TOTAL LABOR TIME 1.60

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(4) OP/CODE 01CVZ015 15000 MILE SERVICE LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.00 LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT CUST DECLINED 15000 SERVICE

CAUSE SCHEDULED MAINTENANCE DUE TO TIME OR MILEAGE

CORRECTION .

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	4	113		C		09/09/14	0.00	0.00	0.00			I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(5) OP/CODE 00CVZMPVI *MPVI 27 POINT LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT

CAUSE

CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	5	113		C		09/09/14	0.00	0.00	0.00			I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(6) OP/CODE 70CVZ03 RENTAL LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT OPEN PO FOR RENTAL

CAUSE
 ORIG SEE LINE 2
 CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	6	113		I		09/09/14	0.00	0.00	0.00			I

TOTAL LABOR TIME 0.00

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

X. R/O NO.	[REDACTED]	TYPE SERVICE D#	2	PR	3	ST	K	11. ADVISOR	163
1. CUSTOMER	[REDACTED]							12. DATE IN	11/06/2014
PHONE (B)	[REDACTED]	PHONE (H)	[REDACTED]					13. TIME IN	01:39pm
								14. DATE PR	11/06/2014
								15. TIME PR	02:54pm
								16. TAG NO.	[REDACTED]
2. SERIAL#	3GCUKREC9EG	[REDACTED]	PROD DT					17. MI I/O	16820/16820
LICENSE#		STK#	DEL					18. PO NO.	
DESC.	CT SILVERADO	1500	14					19. COMMENTS	
3. JOBS (J#)	1	2						20. RECOMMEN	
STATUS	F	F						21. JRNL PFX	PICKUP
4. LABOR			0.00					22.	
5. PARTS			0.00						
6. SUBLET			0.00						
7. G.O.G.			0.00						
8. MISC			0.00						
9. TAX			0.00						
10. EST \$ [] TOTALS	C	0.00	W	50.00	I		0.00

(S=SAVE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

JOB#(1) OP/CODE 03CVZ003 *Dexos Oil & Rotate LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 104.52 GRP
 LABOR CHARGES 3.97 NOTE
 COMPLAINT CUSTOMER REQUESTS TO PERFORM DEXOS OIL & FILTER CHANGE
 MORE-> AND TIRE ROTATION. INCLUDES TOP OFF ALL FLUIDS AND SET
 CAUSE 0600723
 CORRECTION SERVICE COMPLETE

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	46.03	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	177	SHAWN CONNER	F	W	11/06/14	13.90	14.80	0.00			U
2	1	177	SHAWN CONNER	F	W	11/10/14	0.00	0.00	0.70			U
TOTAL LABOR TIME			0.70									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(2) OP/CODE 03CVZ006 MPVI 27 POINT LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT PERFORM MULTI-POINT INSPECTION.

CAUSE

CORRECTION MULTI-POINT INSPECTION COMPLETED AS PER REQUEST.

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	177	SHAWN CONNER	F	C	11/06/14	13.90	14.80	0.00			
2	2	177	SHAWN CONNER	F	C	11/06/14	0.00	0.00				U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

X. R/O NO.	[REDACTED]	TYPE SERVICE D#	1	PR	4	ST	K	11. ADVISOR	118
1. CUSTOMER	[REDACTED]							12. DATE IN	01/05/2015
PHONE (B)	[REDACTED]	PHONE (H)	[REDACTED]					13. TIME IN	10:34am
2. SERIAL#	3GCUKREC9EC	[REDACTED]	PROD DT					14. DATE PR	01/07/2015
LICENSE#		STK#	DEL					15. TIME PR	09:54am
DESC.	CT SILVERADO	1500	14					16. TAG NO.	[REDACTED]
3. JOBS (J#)	1	2	3	4				17. MI I/O	20198/20199
STATUS	F	F	F	F				18. PO NO.	
4. LABOR					0.00			19. COMMENTS	Y
5. PARTS					0.00		52.26	20. RECOMMEN	
6. SUBLET					0.00		0.00	21. JRNL PFX	PICKUP
7. G.O.G.					0.00		38.00	22.	
8. MISC					0.00		0.00		
9. TAX					0.00		0.00		
10. EST \$ [0.00]	TOTALS	C		0.00	W	90.26	I	0.00

(S=SAVE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

JOB#(1) OP/CODE 10CVZ DRIVEABILITY LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.50 LABOR RATE 104.52 GRP.
 LABOR CHARGES 52.26 NOTE
 COMPLAINT CUST STATES CLUSTER READS SERVICE 4-WHEEL DRIVE CHECK AND
 ADVISE
 CAUSE
 2810195
 CORRECTION PROGRAMED TRANSFER CASE SHIFT CONTROL MODULE AND SETUP
 ORIG DATA ALSO TEST DROVE VEHICLE FOR 5 MILES

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	38.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	125	JAIRO GONZALEZ	F	W	01/06/15	0.00	0.00	0.50			U
2	1	125	JAIRO GONZALEZ	F	W	01/06/15	11.10	11.10	0.00			U
TOTAL LABOR TIME			0.50									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(2) OP/CODE 10CVZ01 DRIVEABILITY CONCERN LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT CUST STATES R/R TIRE IS LOCKING UP CHECK AND ADVISE

CAUSE

CORRECTION RELATED TO LINE 1

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	125	JAIRO GONZALEZ	F	I	01/06/15	11.10	11.10	0.00			U
2	2	125	JAIRO GONZALEZ	F	I	01/06/15	0.00	0.00	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(3) OP/CODE 70CVZ03 RENTAL LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT PROVIDED CUSTOMER WITH A RENTAL

CAUSE

CORRECTION RETURNED RENTAL

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	3	125	JAIRO GONZALEZ	F	I	01/06/15	11.10	11.10	0.00			U
2	3	125	JAIRO GONZALEZ	F	I	01/06/15	0.00	0.00	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(4) OP/CODE 00CVZMPVI *MPVI 27 POINT LT/? SPG PRICING
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.00 LABOR RATE 0.00 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT PERFORM MULTI-POINT INSPECTION

CAUSE

CORRECTION Multi Point Inspection All

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	4	125	JAIRO GONZALEZ	F	C	01/06/15	11.10	11.10	0.00			U
2	4	125	JAIRO GONZALEZ	F	C	01/06/15	0.00	0.00	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

X. R/O NO.	[REDACTED]	TYPE SERVICE D#	1	PR	1	ST	K	11. ADVISOR	387
1. CUSTOMER	[REDACTED]							12. DATE IN	08/10/2016
PHONE (B)	[REDACTED]	PHONE (H)	[REDACTED]					13. TIME IN	03:53pm
2. SERIAL#	3GCUKREC9EG	[REDACTED]	PROD	DT				14. DATE PR	08/11/2016
LICENSE#		STK#		DEL				15. TIME PR	02:42pm
DESC.	CT SILVERADO	1500	14					16. TAG NO.	[REDACTED]
3. JOBS (J#)	1	2	3	4	5	6	7	8	9
STATUS	F	F	F	F	F	F	F	F	F
4. LABOR									9.95
5. PARTS									48.52
6. SUBLET									0.00
7. G.O.G.									0.00
8. MISC									1.00
9. TAX									4.16
10. EST \$ [125.00]	TOTALS	C						63.63
									W
									555.10
									I
									0.00

(S=SAVE) (CR=CONS REACH) (W=CLAIMS) (D=DISPLAY PAYMENT) (N=NEXT APPT) (TAB)

JOB#(1) OP/ CODE 00CVZ01 FREE COMPLETE MPI LT/?
 LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR
 BILLING TIME 0.00 LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER
 REQUEST.
 CAUSE
 CORRECTION COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED
 FORM

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	1	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00			U
2	1	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(2) OP/CODE 10CVZ06 CHECK ENGINE LIGHT LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 0.80 LABOR RATE 107.13 GRP
 LABOR CHARGES 85.70 NOTE
 COMPLAINT CUSTOMER STATES CHECK ENGINE LIGHT ON

CAUSE CODE P0138 AND P0158 WERE FOUND IN ECM CIRCUITS ON BOTH BANK
 ORIG/MORE-> 1 AND 2 SENSOR 2 ARE GOOD AND SENSORS ARE GOOD
 CORRECTION UPON DIAGNOSIS FOUND IT NECESSARY TO REPLACE ECM FOR REPAIR

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	279.40	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	298	ROBBIE FREDERICK	F	W	08/11/16	9.90	11.40	0.00			U
2	2	298	ROBBIE FREDERICK	F	W	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.80									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(3) OP/CODE 47CVZ AXLE/DIFFERENTIAL LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT C/S PASS REAR WHEEL LOCKS UP WHILE DRIVING AT TIMES
 MORE-> ESPECIALLY WHEN TOWING AND IN REVERSE GEAR. CUSTOMER
 CAUSE UPON RECIEVING VEHICLE FOUND TRANSFER CASE SWITCH WAS IN
 ORIG 4LOW
 CORRECTION UPON DIAGNOSIS SWITCHED TRANSFER CASE SWITCH BACK TO 2WHEEL
 DRIVE, VEHICLE FUCTIONING AS INTENDED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	3	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00			U
2	3	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(4) OP/CODE 10CVZ DRIVEABILITY LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT C/S ENGINE LACKS POWER
 CAUSE REFER TO LINE 2
 CORRECTION PROBLEM IS RELATED TO CHECK ENGINE LIGHT

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	4	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00			U
2	4	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

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JOB#(5 ) OP/CODE 50CVZ ENGINE ELECTRICAL          LT/?
LABOR(C/W/I) C   JRNL PFX (C)   (W)   (I)   VLR
BILLING TIME                                LABOR RATE GRID          GRP
LABOR CHARGES      0.00                                NOTE
COMPLAINT          CUSTOMER STATES REMOTE START ON FOB DOESNT WORK CHK AND ADVI
                   SE
CAUSE              CHECK ENGINE LIGHT IS ON REMOTE START IS DISABLED

CORRECTION        AFTER REPAIR OF CHECK ENGINE LIGHT REMOTE START FUCTIONING
                   AS INTENDED
    
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OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	5	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00			U
2	5	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

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JOB#(6 ) OP/CODE 00CVZ003A DEXOS OIL & FILTER . LT/?
LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR LR
BILLING TIME LABOR RATE 0.00 GRP
LABOR CHARGES 9.95 NOTE
COMPLAINT CUSTOMER REQUESTS DEXOS OIL & FILTER CHANGE. INCLUDES UP TO
MORE-> 5 QUARTS DEXOS OIL. TOPPING OFF ALL FLUIDS AND SETTING TIRE
CAUSE AS PER CUSTOMER REQUEST

CORRECTION SERVICE COMPLETE
    
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OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	48.52	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	6	298	ROBBIE FREDERICK	F	C	08/17/16	9.90	11.40	0.30		U
2	6	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.30								

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(7) OP/CODE 90CVZ04 INTERIOR DETAIL LT/?
 LABOR(C/W/I) C JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT

CAUSE CUSTOMER WOULD LIKE INTERIOR DETAIL -EXTERIOR WASH

CORRECTION

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	7	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00			U
2	7	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00			U
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(8) OP/CODE 46CVZ WHEELS/TIRES LT/?
 LABOR(C/W/I) C JRNL PFX (C) Q (W) (I) VLR
 BILLING TIME LABOR RATE GRID GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT CUSTOMER STATES GET PRICES ON REPLACEMENT TIRES

CAUSE

CORRECTION ESTIMATE ON TIRES AND ALINGMENT GIVEN WAIT FOR APPROVAL
 ORIG/MORE-> NITTO'S 860.00+TAX / FIRESTONE 916.00+TAX / GY 976.00

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE....	START	FINSH	HOURS	ADJ...TY	P
1	8	298	ROBBIE FREDERICK	F	C	08/11/16	9.90	11.40	0.00		U
2	8	298	ROBBIE FREDERICK	F	C	08/13/16	15.10	16.70	0.00		U
TOTAL LABOR TIME			0.00								

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(9) OP/CODE 70CVZ03 RENTAL LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 100.00 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT LOANER PROVIDED TO CUSTOMER
 CAUSE 5 DAYS LOANER
 VIN: 1G1BE5SM2G7 [REDACTED]
 CORRECTION LOANER RETURNED

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	9	999	HOUSE TECH	F	I	08/10/16	16.00	16.00	0.00			N
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

X. R/O NO.	[REDACTED]	TYPE SERVICE D#	1	PR	1	ST	K	11. ADVISOR	436
1. CUSTOMER	[REDACTED]							12. DATE IN	03/22/2017
PHONE (B)	[REDACTED]	PHONE (H)	[REDACTED]					13. TIME IN	11:11am
2. SERIAL#	3GCUKREC9EG	[REDACTED]	PROD DT					14. DATE PR	03/22/2017
LICENSE#		STK#	DEL					15. TIME PR	07:00pm
DESC.	CT SILVERADO	1500	14					16. TAG NO.	[REDACTED]
3. JOBS (J#)	1	2	3	4	5	6		17. MI I/O	76040/76041
STATUS	F	F	F	F	F	F		18. PO NO.	
4. LABOR							0.00	19. COMMENTS	
5. PARTS							0.00	20. RECOMMEN	
6. SUBLET							0.00	21. JRNL PFX	PICKUP
7. G.O.G.							0.00	22.	
8. MISC							0.00		
9. TAX							0.00		
10. EST \$ [] TOTALS	C			0.00	W	2655.36
								I	0.00

REPAIR ORDER CLOSED ON 04/25/2017 REVIEW (Y/N)

JOB#(1) OP/CODE 00CVZ01 FREE COMPLETE MPI LT/?
 LABOR(C/W/I) I JRNL PFX (C) Q (W) (I) VLR
 BILLING TIME LABOR RATE 100.00 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER
 REQUEST.
 CAUSE
 CORRECTION COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED
 FORM

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00			U
2	1	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00				
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(2) OP/CODE 40CVZ BRAKES LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 1.30 LABOR RATE 107.13 GRP
 LABOR CHARGES 139.27 NOTE
 COMPLAINT CUSTOMER STATES BRAKES ARE HARD CHECK AND ADVISE

CAUSE UPON DIAG FOUND BRAKE BOOSTER LEAKING BRAKE FLUID INSIDE
 ORIG/MORE-> CAUSED BY MASTER CYLINDER NECESSARY TO REPLACE.
 CORRECTION REPLACED MASTER CYLINDER AND BRAKE BOOSTER

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	271.53	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00			U
2	2	324	GABRIEL TREJOS	F	W	04/17/17	15.40	17.00	0.00			U
TOTAL LABOR TIME			1.30									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(3) OP/CODE 47CVZ AXLE/DIFFERENTIAL LT/? CLM# [REDACTED]
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME 3.50 LABOR RATE 107.13 GRP
 LABOR CHARGES 374.96 NOTE
 COMPLAINT CUSTOMER STATES DIFFICULTY WITH NORMAL OPERATION

CAUSE UPON DIAG FOUND REAR DIFFERENTIAL MAKING WHINNING NOISE ON
 ORIG/MORE-> LOAD FOUND THE REAR DIFF INOPERATIVE NECESSARY TO REPLACE.
 CORRECTION REPLACED PINION GEAR AND RING GEAR VEHICLE IS NOW OPERATIVE.
 ORIG

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	1633.36	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	3	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00			U
2	3	324	GABRIEL TREJOS	F	W	04/17/17	15.40	17.00	0.00			U
TOTAL LABOR TIME			3.50									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(4) OP/CODE 42CVZ CAMPAIGN LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 100.00 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT #16007-02: Safety Recall - Frontal Airbag and Pretensioner N
 CAUSE
 CORRECTION PERFORMED RECALL 16007
 ORIG WCC S30DF

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	4	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00			U
2	4	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00				
TOTAL LABOR TIME							0.00					

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

JOB#(5) OP/CODE 42CVZ1 CAMPAIGN LT/?
 LABOR(C/W/I) I JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 100.00 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT #15822C: Safety Recall Seatbelt Lap Anchor Tensioner Cable D
 CAUSE
 CORRECTION PERFORMED RECALL 15822

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	5	324	GABRIEL TREJOS	F	I	04/17/17	13.40	15.30	0.00			U
2	5	324	GABRIEL TREJOS	F	I	04/17/17	0.00	0.00				
TOTAL LABOR TIME			0.00									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

```

JOB#(6 ) OP/CODE 42CVZ2 CAMPAIGN          LT/?  CLM# [REDACTED]
LABOR(C/W/I) W   JRNL PFX (C)   (W)   (I)   VLR
BILLING TIME      1.10          LABOR RATE 107.13          GRP
LABOR CHARGES     117.84          NOTE
COMPLAINT #15304: Service Update for Inventory and Customer Vehicles -
CAUSE            RECALL #15304
                  9101695 0.4
CORRECTION       PERFORMED RECALL 15304 WCC 1A8FF
ORIG             SETUP: FD15D
    
```

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	4.40	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE	START	FINSH	HOURS	ADJ	TY	P
1	6	324	GABRIEL TREJOS	F	W	04/17/17	13.40	15.30	0.00			U
2	6	324	GABRIEL TREJOS	F	W	04/17/17	0.00	0.00	0.40			U
TOTAL LABOR TIME			1.10									

(CC=CCC SCREEN) (E=ENTER) (N=NEXT) (OTHER CHARGE#) (J=JRNL PFX) (TAB)

X. R/O NO.	TYPE SERVICE D# 1 PR 1 ST K	11. ADVISOR	436
1. CUSTOMER		12. DATE IN	06/27/2017
PHONE (B)	PHONE (H)	13. TIME IN	05:20pm
		14. DATE PR	06/27/2017
		15. TIME PR	07:00pm
		16. TAG NO.	
2. SERIAL#	3GCUKREC9EG	17. MI I/O	79337/79338
LICENSE#	STK#	18. PO NO.	
DESC.	CT SILVERADO 1500 14	19. COMMENTS	
		20. RECOMMEN	
3. JOBS (J#)	1 2	21. JRNL PFX	PICKUP
STATUS	F F	22.	
4. LABOR			
5. PARTS	0.00	0.00	0.00
6. SUBLET	0.00	0.00	0.00
7. G.O.G.	0.00	0.00	0.00
8. MISC	0.00	0.00	0.00
9. TAX	0.00	0.00	0.00
10. EST \$ [] TOTALS [C]	0.00 [W]	0.00 [I]	0.00

(S=SAVE) (I=INVOICE) (CR=CONS REACH) (W=CLAIMS) (ST=STATUS) (N=NEXT APPT) (TAB)

JOB#(1) OP/CODE 47CVZ AXLE/DIFFERENTIAL LT/?
 LABOR(C/W/I) W JRNL PFX (C) (W) (I) VLR
 BILLING TIME LABOR RATE 107.13 GRP
 LABOR CHARGES 0.00 NOTE
 COMPLAINT CUSTOMER STATES DIFFICULTY WITH NORMAL OPERATION

CAUSE UPON INSPECTION TEST DROVE VEHICLE TO CONFIRM CUSTOMERS CONCERN.

CORRECTION LIFTED VEHICLE TO INSPECT ANY PROBLEM UNDER VEHICLE. VEHICLE ORIG/MORE-> WILL ONLY DO THE CONCERN WHEN IN AUTO 4X4. SPOKE TO TAC

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	1	324	GABRIEL TREJOS	F	W	07/11/17	15.30	15.40	0.00			I
2	1	324	GABRIEL TREJOS	F	W	07/11/17	0.00	0.00				
TOTAL LABOR TIME			0.00									

(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

```

JOB#(2 ) OP/CODE 00CVZ01 FREE COMPLETE MPI           LT/?
LABOR(C/W/I) I      JRNL PFX (C) Q (W)  (I)      VLR
BILLING TIME      0.00                      LABOR RATE 100.00      GRP
LABOR CHARGES     0.00                      NOTE
COMPLAINT        PERFORM COURTESY MULTI-POINT INSPECTION AS PER CUSTOMER
                  REQUEST.
CAUSE
CORRECTION       COMPLETED INSPECTION AND PROVIDE CUSTOMER WITH COMPLETED
                  FORM
    
```

OTHER CHARGES	CUSTOMER	WARRANTY	INTERNAL
1. PARTS	0.00	0.00	0.00
2. SUBLET	0.00	0.00	0.00
3. G.O.G.	0.00	0.00	0.00

L#	J#	TECH	NAME	F/H	T	DATE...	START	FINSH	HOURS	ADJ...	TY	P
1	2	324	GABRIEL TREJOS	F	I	07/11/17	15.30	15.40	0.00			I
2	2	324	GABRIEL TREJOS	F	I	07/11/17	0.00	0.00				
TOTAL LABOR TIME			0.00									

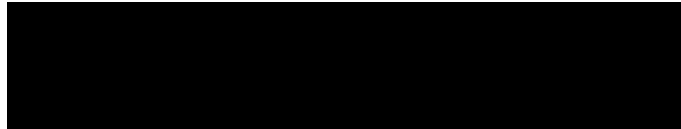
(B=BOOKED) (C=CHANGE) (CC=CCC SCREEN) (D=DELETE) (E=ENTER) (J=JRNL PFX) (TAB)

PE18-012

GM

3-27-2019

Q3



CUSTOMER #:



Joe Bowman AUTO PLAZA

INVOICE

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaaza.com

PAGE 1

HOME : CONT:N/A
BUS : CELL:

SERVICE ADVISOR: 67 LISA LOSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EC		2/12		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 30AUG13		79.00	NONE	22OCT13
R.O. OPENED	READY	OPTIONS:	STK:	DLR:	AXL:		
08:46 30AUG13	08:43 22OCT13			14-074	2		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A PRE-DELIVERY INSPECTION
 CAUSE: PERFORM PRE DELVIERY INSP
 0590072 PRE-DELIVERY INSPECTION - BASE TIME
 99 WPD 1.30 ✓ (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PDI

B VIRGINIA STATE SAFETY INSPECTION
 VSI VIRGINIA STATE SAFETY INSPECTION
 34 TRENT LIC#: 34
 ISI 0.50 ✓ (N/C)
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

VSI R6677039



 * IF YOU ARE NOT COMPLETELY SATISFIED WITH *
 * OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR *
 * SERVICE MANAGER, DAN EMMERMAN. OUR GOAL *
 * IS FOR OUR CUSTOMERS TO BE 100% SATISFIED *
 * WITH US ON EVERY VISIT TO OUR DEALERSHIP!! *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I agree that any unpaid balance over thirty (30) days past due will bear interest of 1.5 percent (1.5%) per month and I shall pay all attorney's fees and other costs of collection regarding this purchase.

"Remanufactured parts meet GM approved service parts requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing, and reassembly. Refurbished parts meet GM approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged. By leaving your car for servicing, you are expressly consenting to the installation of either new, remanufactured, or refurbished parts at the discretion of the servicer."

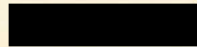
DISCLAIMER OF WARRANTIES

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

CUS \$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.
 SIG _____

CUSTOMER #:



Joe Bowman AUTO PLAZA

INVOICE

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

PAGE 2

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 116 SHAWN JENKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		17/18		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO N	RATE	PAYMENT	INV. DATE
DD			17:00 24MAR14		79.00	NONE	24MAR14
R.O. OPENED	READY	OPTIONS:	STK:	DLR:	AXL:		
15:55 21MAR14	09:02 24MAR14			14-074	2		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D							

D RUNNING BOARD STEP PACKAGE INSTALLATION
CAUSE: INSTALLED STEP PACKAGE
0511872 RUNNING BOARD STEP PACKAGE INSTALLATION
79 SHAUN LIC#: 79
WP4 0.00

(N/C)

COMPLAINT CODE: 0090

FC: 9094

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

INSTALLED STEP PACKAGE

E** VIRGINIA STATE SAFETY INSPECTION
VSI VIRGINIA STATE SAFETY INSPECTION
34 TRENT LIC#: 34

INT 0.50

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

VSI R9913438

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR SERVICE MANAGER, JAMIE BURTON. OUR GOAL IS FOR OUR CUSTOMERS TO BE 100% SATISFIED WITH US ON EACH AND EVERY VISIT TO OUR DEALERSHIP!!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I agree that any unpaid balance over thirty (30) days past due will bear interest of 1.5 percent (1.5%) per month and I shall pay all attorney's fees and other costs of collection regarding this purchase.

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DISCLAIMER OF WARRANTIES

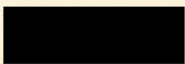
Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

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

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

SIGNED

CUSTOMER #:



INVOICE

P.O. Box 312 2455 E. Market St. HARRISONBURG, VIRGINIA 22801 Telephone: (540) 434-6731 www.joebowmanautoplaza.com

PAGE 2

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 116 SHAWN JENKINS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/ OUT, TAG. Row 1: BROWN, 14, CHEVROLET SILVERADO, 3GCUKREC9EG, [REDACTED], 17/18. Row 2: DEL DATE, PROD. DATE, WARR. EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Row 3: DD, 17:00 24MAR14, 79.00, NONE, 24MAR14.

Table with columns: R.O. OPENED, READY, OPTIONS: STK, DLR:14-074 AXL:2. Row 1: 15:55 21MAR14, 09:02 24MAR14.

Table with columns: LINE OPCODE, TECH, TYPE, HOURS, LIST, NET, TOTAL.

D RUNNING BOARD STEP PACKAGE INSTALLATION
CAUSE: INSTALLED STEP PACKAGE
0511872 RUNNING BOARD STEP PACKAGE INSTALLATION
79 SHAUN LIC#: 79
WP4 0.00 (N/C)
COMPLAINT CODE: 0090
FC: 9094
PART#:
COUNT:
CLAIM TYPE:
AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

INSTALLED STEP PACKAGE

E** VIRGINIA STATE SAFETY INSPECTION
VSI VIRGINIA STATE SAFETY INSPECTION
34 TRENT LIC#: 34
INT 0.50 (N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

VSI R9913438

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR SERVICE MANAGER, JAMIE BURTON. OUR GOAL IS FOR OUR CUSTOMERS TO BE 100% SATISFIED WITH US ON EACH AND EVERY VISIT TO OUR DEALERSHIP!!

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DISCLAIMER OF WARRANTIES

Any warranties on the item/items 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 neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

Table with columns: DESCRIPTION, TOTALS. Rows: LABOR AMOUNT (0.00), PARTS AMOUNT (0.00), GAS, OIL, LUBE (0.00), SUBLET AMOUNT (0.00), MISC. CHARGES (0.00), TOTAL CHARGES (0.00), LESS INSURANCE (0.00), SALES TAX (0.00), PLEASE PAY THIS AMOUNT (0.00).

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

SIGNED

CUSTOMER #:



Joe Bowman AUTO PLAZA

INVOICE

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PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 116 SHAWN JENKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		17/18		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 24MAR14		79.00	NONE	24MAR14

R.O. OPENED	READY	OPTIONS:	STK:	DLR:	AXL:
15:55 21MAR14	09:02 24MAR14			14-074	2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							
	0512352		PICKUP BOX LINER PACKAGE INSTALLATION				
			79 SHAUN LIC#: 79				(N/C)
			INT 0.50				(N/C)
	1	23423552	LINER PKG				
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00

INSTALLED BED LINER

B PICKUP BOX LINER PACKAGE INSTALLATION

CAUSE: INSTALLED BED LINER

0512352 PICKUP BOX LINER PACKAGE INSTALLATION

79 SHAUN LIC#: 79

WP4 0.00

(N/C)

COMPLAINT CODE: 0090

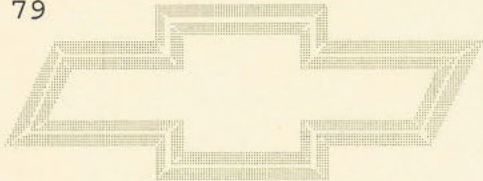
FC: 9094

PART#:

COUNT:

CLAIM TYPE:

AUTH CODE:



PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

INSTALLED BED LINER

C RUNNING BOARD STEP PACKAGE INSTALLATION

0511872 RUNNING BOARD STEP PACKAGE INSTALLATION

79 SHAUN LIC#: 79

INT 0.70

(N/C)

1 22805442 STEP PKG

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE C:	0.00
--------	------	--------	------	--------	------	---------------	------

INSTALLED STEP PACKAGE

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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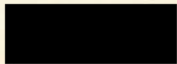
DISCLAIMER OF WARRANTIES

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

CUSTOMER SERVICE PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

CUSTOMER #:



Joe Bowman AUTO PLAZA

INVOICE

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 159 DYRICK DEBOARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		15/16	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 20FEB14		79.00	NONE	20FEB14

R.O. OPENED	READY	OPTIONS: STK	DLR:14-074	AXL:2
15:11 20FEB14	15:40 20FEB14			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A Engine Control Module Reprogramming with SPS AS PER RECALL 14008
 CAUSE: When these vehicles are idling in cold temperatures, some of the
 exhaust components may overheat
 9100334 Engine Control Module Reprogramming with
 SPS AS PER RECALL 14008
 3 TOM LIC#: 0003
 WP4 0.40

(N/C)

COMPLAINT CODE: 0090
 FC: 9090
 PART#:
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COMPLETED AS PER POLICY - CLAIM #

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR
 SERVICE, PLEASE ASK TO SPEAK WITH OUR SERVICE
 MANAGER, JAMIE BURTON. OUR GOAL IS FOR OUR
 CUSTOMERS TO BE 100% SATISFIED WITH US ON
 EACH AND EVERY VISIT TO OUR DEALERSHIP!!

GENUINE

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

CUST PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

SIGNATURE FILE COPY

CUSTOMER #:



WARRANTY

P.O. Box 312 2455 E. Market St. HARRISONBURG, VIRGINIA 22801 Telephone: (540) 434-6731 www.joebowmanautoplaza.com

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 159 DYRICK DEBOARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9E		15/16		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 20FEB14		79.00	NONE	20FEB14

R.O. OPENED	READY	OPTIONS:	STK:	DLR:14-074	AXL:2
15:11 20FEB14	15:40 20FEB14				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A				Engine Control Module Reprogramming with SPS AS PER RECALL 14008			
CAUSE: When these vehicles are idling in cold temperatures, some of the exhaust components may overheat							
				9100334 Engine Control Module Reprogramming with SPS AS PER RECALL 14008			
				3 TOM LIC#: 0003			
				WP4 0.40		30.82	30.82

COMPLAINT CODE: 0090

FC: 9090

PART#: 0 0 TPARTS

COUNT:

CLAIM TYPE: *FFAT*

AUTH CODE:

980 3082 TLABOR

COMPLETED AS PER POLICY - CLAIM #

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR SERVICE MANAGER, JAMIE BURTON. OUR GOAL IS FOR OUR CUSTOMERS TO BE 100% SATISFIED WITH US ON EACH AND EVERY VISIT TO OUR DEALERSHIP!!

COST, SALE, & COMP TOTALS 980 3082 0

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DESCRIPTION	TOTALS
LABOR AMOUNT	30.82
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	30.82
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	30.82

CUSTOMER SERVICE PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

WARRANTY COPY

CUSTOMER #:



Joe Bowman AUTO PLAZA

INVOICE

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
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PAGE 1

HOME: CONT:N/A
BUS: CELL: SERVICE ADVISOR: 159 DYRICK DEBOARD

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		15/16		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 20FEB14		79.00	NONE	20FEB14
R.O. OPENED	READY	OPTIONS: STK: DLR:14-074 AXL:2					

15:11 20FEB14	15:40 20FEB14						
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL

A Engine Control Module Reprogramming with SPS AS PER RECALL 14008
 CAUSE: When these vehicles are idling in cold temperatures, some of the
 exhaust components may overheat
 9100334 Engine Control Module Reprogramming with
 SPS AS PER RECALL 14008
 3 TOM LIC#: 0003
 WP4 0.40

(N/C)

COMPLAINT CODE: 0090
 FC: 9090
 PART#:
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

COMPLETED AS PER POLICY - CLAIM #

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PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

CUS
SIG

FILE COPY

CUSTOMER #:



WORKORDER
REPRINT
PAGE 1

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 116 JENKINS, SHAWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		17/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 24MAR14		79.00	NONE	
R.O. OPENED	READY	OPTIONS: STK: [REDACTED] DLR:14-074 AXL:2					
21MAR2014 15:55							

VEHICLE SERVICE HISTORY

CLSD DTE

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
[REDACTED]	159	16	21FEB14			
			9100334	3	WP4	Engine Control Module Reprogramming with SP
	67	12	24OCT13			
			0590072	99	WPD	PRE-DELIVERY INSPECTION - BASE TIME
			VSI	34	ISI	VIRGINIA STATE SAFETY INSPECTION

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 0512352 INT PICKUP BOX LINER PACKAGE INSTALLATION

B 0512352 WP4 PICKUP BOX LINER PACKAGE INSTALLATION

C 0511872 INT RUNNING BOARD STEP PACKAGE INSTALLATION

D 0511872 WP4 RUNNING BOARD STEP PACKAGE INSTALLATION

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PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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

X
CUSTOMER SIGNATURE _____

SIGNED _____

\$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

CUSTOMER #:



WORKORDER
REPRINT
PAGE 2

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

HOME: CONT: N/A
BUS: CELL:

SERVICE ADVISOR: 116 JENKINS, SHAWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG [REDACTED]		17/		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 24MAR14		79.00	NONE	
R.O. OPENED	READY	OPTIONS: STK [REDACTED] DLR: 14-074 AXL: 2					
21MAR2014 15:55							

LINE OP CODE	TECH. TYPE	DESCRIPTIONS/INSTRUCTIONS
# E *VSI	34 INT	VIRGINIA STATE SAFETY INSPECTION

STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	OFF
		31 14604	05	5
				ON

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY X

REVISED ESTIMATE (1)	DATE	TIME	BY
REVISED ESTIMATE (2)			
REVISED ESTIMATE (3)			

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X _____
CUSTOMER SIGNATURE

SIGNED _____ \$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

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Joe Bowman AUTO PLAZA

WORKORDER

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HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautopla.com

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 116 JENKINS, SHAWN

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9E0		17/18		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
			17:00 21MAR14		79.00	NONE	
R.O. OPENED		READY		OPTIONS: STK:		DLR:14-074 AXL:2	
21MAR2014 15:55							

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
	159	16	21FEB14			
			9100334	3	WP4	Engine Control Module Reprogramming with SP
	67	12	24OCT13			
			0590072	99	WPD	PRE-DELIVERY INSPECTION - BASE TIME
			VSI	34	ISI	VIRGINIA STATE SAFETY INSPECTION

34
300

R9913438

LINE OP CODE TECH. TYPE DESCRIPTIONS/INSTRUCTIONS
 # A 0512352 INT PICKUP BOX LINER PACKAGE INSTALLATION

Installed Box Liner

B 0512352 WP4 PICKUP BOX LINER PACKAGE INSTALLATION

C 0511872 INT RUNNING BOARD STEP PACKAGE INSTALLATION

Installed Running Boards

D 0511872 WP4 RUNNING BOARD STEP PACKAGE INSTALLATION

TERMS: STRICTLY CASH UNLESS ARRANGEMENT

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STRAIGHT TIME (HRS.)	FLAT RATE PRICE	R.O. NO.	TIME	DATE	TIME	BY
		79	14604	1.2		

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

X _____
CUSTOMER SIGNATURE

\$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

TECHNICIAN COPY



2014 Silverado 1500

CHEVROLET Pre-Delivery Inspection Form

Vehicle Identification Number

3GCUKREC9EG [redacted]

Dealer/BAC Code

[redacted]

Stock #

[redacted]

Repair Order #

[redacted]

Remove wristwatches, jewelry, cell phones, etc., and cover belt buckles to prevent damage to the vehicle.

Deficiencies must be called to Service Management's attention. Inspect, perform, verify proper operation, assembly, fit and routing of the following.

Initial Preparation:

- Leave door edge protection and other shipping/storage materials on until customer delivery
Adjust tires to pressures specified on the Certification/Tire Label. Do NOT relearn the Tire Pressure Monitoring System. Record adjusted results.

Temperature: 67 F 20 C
Tires: LF 32 RF 32 LR 32 RR 32
Spare 32 (if equipped)
Install loose shipped parts and all accessories (torque as needed)

Interior:

- Power mirrors (if equipped)
Seats, all: Check material, operation and that removable seats are properly secured
Seat belts, all: material, operation, routing and latches
Displays, gauges, interior and exterior lights

Exterior:

- Doors, locks, all keys/fobs and keyless entry system
Check child safety door/window locks are in normal (unlocked) position (if equipped)
Fit/function removable top/panel, convertible top (if equipped)
Fit/function/retention of parts such as bumpers, moldings, grille, emblems, doors, deck lid, hood, fuel door and cap, tailgate, liftgate and hatches (if equipped)

Under Hood:

- Remote hood release, latch and hood safety latch
Check condition and charge 12V battery using PDI Mode on the EL-50313 battery tester/charger (Midtronics GR8). Attach print out to repair order. See TSB 03-06-03 -004 for additional information.
Hoses, lines, cables and wire attachments are free of kinks and clear of any moving/hot parts
Hoses, clamps, pipes, fittings, seals, and gaskets for seepage and proper connection
Fluid levels: Add as required

Under Vehicle:

- Visually inspect underbody; check all fluid systems for leaks
Brake/fuel lines secured in clips

Road Test: ODOMETER:

Before 2 After 12

Before, during and after this test, check all standard equipment, options and accessories for proper operation, as applicable.

Drive on a legal roadway with road conditions permitting. Evaluate the following:

- Remote start (if equipped)
Engine Performance: Cold start, idle quality
Forward Collision Alert, Park Assist front/rear, Ultrasonic Rear Parking Assist Lane Departure Warning, Side Blind Zone Alert, Rear Cross Traffic Alert, Safety Alert Seat, Rear Vision & Rearview Backup Camera (if equipped)
Front and rear HVAC system controls, blower(s), heater, A/C, front defroster and rear defogger
Electronic compass for function. Set to correct zone and calibrate (if equipped)
Regular and steering wheel controls for Infotainment Systems, radio, CD, MP3, Sirius XM, RSA, RSE NAV & Natural Voice Recognition (if equipped)
Steering wheel - center position
Steering for leads, pulls, vibration at idle, vibration while driving
Wipers, delay, RainSense and washers, front and rear (if equipped)
Brakes for noise, pulls, vibration or shudder at both high and low speeds
Unusual wind noise
Unusual noise/vibration/squeak/rattle
Cruise/adaptive cruise (if equipped)
OnStar (if equipped)
White Phone Button - Press & listen for "OnStar Ready" and say "Help" to verify the system responds with the help menu
Transfer case operation, all ranges (if equipped)
Transmission shifter, clutch, noise, shift smoothness
Engine performance: Hot start, idle quality
Check for MIL, SES, SVS, and any warning lights

Special Inspection Items

- Initial Preparation - "Transport Mode On" may display on the DIC or the red battery light may flash. To turn the Mode off, start engine, activate hazard flashers, press brake pedal, then turn the ignition key to the crank position for 15 seconds.
Initial Preparation - Ensure all GM Accessories have been installed. Examples: Cargo Lamps, Running Boards, cargo hooks. Refer to the Accessories Installation Manual in SI.
Interior - Set NAV radio to the correct region. NAV Map data is loaded into internal memory hard disc drive from factory (if equipped).
Note - Vehicles in dealer inventory need to be properly maintained for a quality delivery. Refer to TSB 09-00-89-002H.
Final Inspection & Prep - Due to normal daily & seasonal temperature changes, tire pressures MUST be rechecked at time of delivery. Consult Tire Loading Label Recommended Cold Tire Inflation Pressure.

Final Inspection & Preparation:

- Perform just prior to delivery.
Interior: Remove protective coverings. Clean as required: seats, headliner, kick panels, carpets, console, instrument panel, moldings and hard trim
Install floor mats (if equipped)
Check heated/cooled seats/steering wheel (if equipped)
Set the NAV system to the correct region (if equipped)
Exterior wash and dry, preferably by hand or touchless car wash to avoid paint scratches; check for water leaks
Check paint finish for dents, dings, chips, scratches, or blemishes. Repair.
Reset fuel economy readings
Set clock/calendar to local time
Using a clean cloth, clean the wiper blades using GM Optikleen windshield washer solvent
Thoroughly clean all glass surfaces, use plain water on interior glass
Recheck tire pressures (Including spare, if equipped) and 12V battery condition (using EL50313 battery tester/charger in PDI Mode)
Check Investigate Vehicle History (IVH) for required field actions (open recall campaigns, service update bulletins, systems software updates)

Certification: I certify that this Pre-Delivery Inspection has been completed by:

SHAUN MCELWEE
Technician (Print Name)

[Signature]
Service Manager (Signature)
File With Repair Order

10/17/2013
Date
07112013 Rev. 1.3

CUSTOMER #:



Joe Bowman AUTO PLAZA

WORKORDER

PAGE 1

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 159 DEBOARD, DYRICK

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9E0		15/	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT
DD			17:00 20FEB14		79.00	NONE
R.O. OPENED	READY	OPTIONS: STK:	DLR:14-074 AXL:2			
20FEB2014 15:11						

VEHICLE SERVICE HISTORY

RO#	S/A	MILEAGE	OP CODE	TECH.	TYPE	DESCRIPTION
	67	12	24OCT13			
			0590072	99	WPD	PRE-DELIVERY INSPECTION - BASE TIME
			VSI	34	ISI	VIRGINIA STATE SAFETY INSPECTION

LINE	OP CODE	TECH.	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A	9100334	WP4		Engine Control Module Reprogramming with SPS AS PER RECALL 14008

3/10/14

I reprogrammed the pcm



TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate the below vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I agree that any unpaid balance over thirty (30) days past due will bear interest of 1.5 percent (1.5%) per month and regarding this purchase.

PRELIMINARY ESTIMATE \$ _____

AUTHORIZED BY	X	REVISED ESTIMATE (1)	DATE	TIME	BY
			15 15		
			15 04		

"Remanufactured parts meet GM approved service components in a process that involves disassembly, replacement of parts as appropriate, testing, and repair requirements and are previously used parts that are inspected, cleaned, tested, and repackaged leaving your car for servicing, you are expressly consenting to the installation of either new, remanufactured, or refurbished parts at the discretion of the servicer."

DISCLAIMER OF WARRANTIES

Any warranties on the item/items sold hereby are those made by the manufacturer. The seller, hereby excluding any implied warranty of merchantability or fitness for a particular purpose, nor authorizes any other person to do so.

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

CUSTOMER SIGNATURE _____

PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

TECHNICIAN COPY

CUSTOMER #:



* INVOICE *

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanauto plaza.com

PAGE 2

HOME: CONT: N/A
BUS: CELL: SERVICE ADVISOR: 116 SHAWN JENKINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		17/18		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 24MAR14		79.00	NONE	24MAR14
R.O. OPENED	READY	OPTIONS:	STK: [REDACTED] DLR: 14-074 AXL: 2				
15:55 21MAR14	09:02 24MAR14						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
D							

CAUSE: INSTALLED STEP PACKAGE
 0511872 RUNNING BOARD STEP PACKAGE INSTALLATION
 79 SHAUN LIC#: 79
 WP4 0.00
 COMPLAINT CODE: 0090
 FC: 9094
 PART#:
 COUNT:
 CLAIM TYPE:
 AUTH CODE:

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

INSTALLED STEP PACKAGE

E** VIRGINIA STATE SAFETY INSPECTION
 VSI VIRGINIA STATE SAFETY INSPECTION
 34 TRENT LIC#: 34
 INT 0.50

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

VSI R9913438

IF YOU ARE NOT COMPLETELY SATISFIED WITH OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR SERVICE MANAGER, JAMIE BURTON. OUR GOAL IS FOR OUR CUSTOMERS TO BE 100% SATISFIED WITH US ON EACH AND EVERY VISIT TO OUR DEALERSHIP!!

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

I hereby authorize the below repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection or delivery at my risk. An express mechanic's lien is acknowledged on below vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft, accident or any other cause beyond your control. I agree that any unpaid balance over thirty (30) days past due will bear interest of 1.5 percent (1.5%) per month and I shall pay all attorney's fees and other costs of collection regarding this purchase.

"Remanufactured parts meet GM approved service parts requirements and are made from previously used components in a process that involves disassembly, inspection, cleaning, update of software and replacement of parts as appropriate, testing, and reassembly.
 Refurbished parts meet GM approved service part requirements and are previously used parts that are inspected, cleaned, tested, and repackaged. By leaving your car for servicing, you are expressly consenting to the installation of either new, remanufactured, or refurbished parts at the discretion of the servicer."

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

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

SIGNED

CUSTOMER COPY

CUSTOMER #:



* INVOICE *

P.O. Box 312 2455 E. Market St.
HARRISONBURG, VIRGINIA 22801
Telephone: (540) 434-6731
www.joebowmanautoplaza.com

PAGE 1

HOME: CONT:N/A
BUS: CELL:

SERVICE ADVISOR: 67 LISA LOSH

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
BROWN	14	CHEVROLET SILVERADO	3GCUKREC9EG		2/12	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
DD			17:00 30AUG13		79.00	NONE	22OCT13

R.O. OPENED READY OPTIONS: STK: DLR:14-074 AXL:2

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A							

A PRE-DELIVERY INSPECTION

CAUSE: PERFORM PRE DELVIERY INSP

0590072 PRE-DELIVERY INSPECTION - BASE TIME

99 WPD 1.30

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 (N/C)

PDI

B VIRGINIA STATE SAFETY INSPECTION

VSI VIRGINIA STATE SAFETY INSPECTION

34 TRENT LIC#: 34

ISI 0.50

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 (N/C)

VSI R6677039

* IF YOU ARE NOT COMPLETELY SATISFIED WITH *
 * OUR SERVICE, PLEASE ASK TO SPEAK WITH OUR *
 * SERVICE MANAGER, DAN EMMERMAN. OUR GOAL *
 * IS FOR OUR CUSTOMERS TO BE 100% SATISFIED *
 * WITH US ON EVERY VISIT TO OUR DEALERSHIP!! *

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS MADE

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

CUSTOMER LABOR CHARGES ARE BASED ON A RATE OF \$ _____ PER HOUR. SERVICE HOURS: MON - FRI 7:30 A.M. - 5:30 P.M.

SIGNED

CUSTOMER COPY

3/2/14



JAMIE BURTON

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August 28, 2017

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

INTERFACE WITH CUSTOMER

View Vehicle Summary

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

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN: 3GCUKREC9E[REDACTED] Model: CK15543-2014 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	N172085440	17276	Loss of Steering Assist	06/29/2017	<u>Closed</u>
Product Safety Recall	2016007	16007	Frontal Airbag And Pretensioner Non Deploy	09/08/2016	<u>Closed</u>
Product Safety Recall	N150822	15822	SEATBELT LAP ANCHOR TENSIONER CABLE	04/11/2016	<u>Closed</u>
Service Update Bulletins	N150304	15304	4WD ALWAYS ENGAGED IN COLD TEMP. *EXPIRES W/BASE WARRANTY*	09/16/2015	<u>Closed</u>
Customer Satisfaction Program	N140166	14166	SEAT MOUNTED SIDE IMPACT AIRBAG CONNECTOR	07/28/2014	<u>Closed</u>
Service Update Bulletins	N140126	14126	PEEK IN ODOMETER DISPLAY INCORRECT - Expires with Base Warranty	06/30/2014	<u>Closed</u>
Product Safety Recall	N140192	14192	UNWANTED TRANSFER CASE SHIFT TO NEUTRAL	06/27/2014	<u>Closed</u>
Product Safety Recall	N140121	14121	TRANSMISSION OIL COOLER CONNECTION	04/01/2014	<u>Closed</u>
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	<u>Closed</u>

Branded Title

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

Vehicle has no current record of branded titles.

Warranty Block

Vehicle has no current record of warranty block.

Service Information

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

OnStar and XM Satellite Radio Information

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

OnStar Equipped: **Y**OnStar Status: **Active**XM Equipped: **Y**XM Radio ID: **DNNKX2WT**XM Status: **Active**OnStar Vehicle Diagnostics: **N**DMN Enabled: **N****Applicable Warranties**

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
	Bumper to Bumper Limited Warranty	03/21/2014	16 MI	03/21/2017	36,016 MI
	Powertrain Limited Warranty	03/21/2014	16 MI	03/21/2019	100,016 MI
	Corrosion Limited Warranty	03/21/2014	16 MI	03/21/2020	100,016 MI
	Emission Select Component Ltd Wty	03/21/2014	16 MI	03/21/2022	80,016 MI
	Emission Limited Warranty	03/21/2014	16 MI	03/21/2017	50,016 MI
	Chevrolet 2 Year Scheduled Maintenance	03/21/2014	16 MI	03/21/2016	24,016 MI
	Emission Select State Component Ltd Wty	03/21/2014	16 MI	03/21/2021	70,016 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/08/2017	48926	ZFAT----Field Action Recall		9102922 - FA 17276 - Power Steering Control Module Reprogramming with SPS	79,338 MI
03/22/2017	43160	ZFAT----Field Action Recall		9102276 - 16007 - N16-204817 - Reprogram Inflation Restraint Sensing and Diagnostic Module Calibrations	76,040 MI
03/22/2017	43160	ZFAT----Field Action Recall		9102843 - FA 15822C- Install Driver Side Front Seat Belt Anchor Plate Tensioner Bracket, Includes Seat Trim Re	76,040 MI
03/22/2017	43160	ZFAT----Field Action Recall		9101695 - N150304 - Transfer Case Shift Control Module Reprogramming with SPS	76,040 MI
03/22/2017	43160	ZREG----Regular Vehicle Transaction		3032360 - Differential Replacement	76,040 MI
03/22/2017	43160	ZREG----Regular Vehicle Transaction		2441580 - Power Vacuum Brake Booster Replacement	76,040 MI
08/10/2016	34496	ZREG----Regular Vehicle Transaction		4025390 - Engine Control Module Replacement	63,253 MI
01/05/2015	13954	ZREG----Regular Vehicle Transaction	Add Credit	2810195 - Instrument Cluster Reprogramming with SPS	20,198 MI
01/05/2015	13954	ZREG----Regular Vehicle Transaction	Full Debit - Reversal	2810195 - Instrument Cluster Reprogramming with SPS	20,198 MI
01/05/2015	13954	ZREG----Regular Vehicle Transaction		2810195 - Instrument Cluster Reprogramming with SPS	20,198 MI
11/06/2014	12098	ZREG----Regular Vehicle Transaction		0600723 - Chevrolet 2 Year Maintenance	16,820 MI


DYRICK DEBOARD
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February 20, 2014

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

INTERFACE WITH CUSTOMER

View Vehicle Summary ?

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

For this vehicle:

- [View Vehicle Summary](#)
- [Service Contract](#)
- [Branded Title](#)
- [Warranty Block](#)
- [View Vehicle Build](#)
- [View Vehicle Component Summary](#)
- [View Vehicle Transaction History Detail](#)
- [View Vehicle Delivery Information](#)
- [Investigate Major Assembly History](#)

Vehicle Information

VIN: 3GCUKREC9E[REDACTED] Model: CK15543-2014 SILVERADO 1500 4WD CREW CAB
 Service Contract: No Branded Title: No Warranty Block: No PDI Status: Yes
 Order Type: 70 - RETAIL - STOCK
 Field Actions: [1 Open](#) REQUEST ANOTHER VIN

Required Field Actions

Open field actions are highlighted

Type	Number	Original Nbr	Description	Release Date	Status
Product Safety Recall	N140008	14008	OVERHEATED EXHAUST COMPONENTS	01/13/2014	Open

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	PIE0285	Cluster/Head Up Display Customer Concern Not Duplicated (CCND)	02/13/2014
EI	PIE0283	No Crank/No Start in Cold Ambient Temperatures	02/17/2014

OnStar and XM Satellite Radio Information

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

OnStar Equipped: **Y** OnStar Status: **Inactive**
 XM Equipped: **Y** XM Status: **Inactive**
 OnStar Vehicle Diagnostics: **N** DMN Enabled: **N**
 XM Radio ID: **DNNKX2WT**

Applicable Warranties

Valid warranties are highlighted

Valid	Description	Start Date	Effective Odometer	End Date	End Odometer
✓	Bumper to Bumper Limited Warranty	08/28/2013	0 MI	08/28/2016	36,000 MI
✓	Emission Limited Warranty	08/28/2013	0 MI	08/28/2016	50,000 MI

09/12/2014	10042	ZFAT----Field Action Recall	9100630 - N140126 - Reprogram Instrument Panel Cluster	12,465 MI
09/12/2014	10042	ZFAT----Field Action Recall	9100680 - N14192 - Transfer Case Shift Control Module Reprogramming with SPS	12,465 MI
09/12/2014	10042	ZFAT----Field Action Recall	9100748 - N140166 - Driver and Passenger Seat SIAB Connector Removal	12,465 MI
06/28/2014	57558	ZREG----Regular Vehicle Transaction	0600723 - Chevrolet 2 Year Maintenance	7,651 MI
06/28/2014	57558	ZFAT----Field Action Recall	9100457 - N140121 - Inspect Transmission Cooler Lines	7,651 MI
03/21/2014	285674	ZSET----Service Event	0511872 - Running Board Step Package Installation	17
03/21/2014	285674	ZSET----Service Event	0512352 - Pickup Box Liner Package Installation	17
02/20/2014	284655	ZFAT----Field Action Recall	9100334 - N140008 - Engine Control Module Reprogramming with SPS	15 MI
08/30/2013	A16287	ZPDI----Pre- Delivery Inspection	0590072 - Pre-Delivery Inspection - Base Time	1 MI

Global Warranty Management. Site Map

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✓	Corrosion Limited Warranty	08/28/2013	0 MI	08/28/2019	100,000 MI
✓	Emission Select Component Ltd Wty	08/28/2013	0 MI	08/28/2021	80,000 MI
✓	Emission Select State Component Lty Wty	08/28/2013	0 MI	08/28/2020	70,000 MI
✓	Powertrain Limited Warranty	08/28/2013	0 MI	08/28/2018	100,000 MI

Service Contract

Vehicle has no current record of service contracts.

Transaction History

[View Details](#)

Job Card Date	Job Card Number	Transaction Type	Transaction Adjustment	Labour Operation	Odometer Reading
08/30/2013	A16287	ZPDI----Pre-Delivery Inspection		0590072 - Pre-Delivery Inspection - Base Time	1 MI

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